

City of Winnipeg
Accessibility Plan
2021-2022

Land Acknowledgement

Winnipeg resides within Treaty No. 1 territory and the traditional homeland of the Métis Nation. The water we drink comes from Shoal Lake 40 First Nation on Treaty Three territory.

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This document is available in alternate formats upon request.

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Table of Contents

| | |
|--|-----------|
| Land Acknowledgement | 1 |
| Contact Information | 1 |
| Message from Geoff Patton, Chair of the Universal Design Steering Committee | 5 |
| 1 Introduction | 6 |
| 1.1 Purpose of this Plan | 6 |
| 1.2 How this Plan was Developed..... | 6 |
| 1.3 Statement of Commitment..... | 6 |
| 1.4 Overview of City of Winnipeg Services..... | 7 |
| 1.5 Policies, Measures and Practices | 7 |
| 1.5.1 Universal Design Policy | 7 |
| 1.5.2 Administrative Standards | 8 |
| 1.5.3 Winnipeg Accessibility Design Standard (WADS)..... | 8 |
| 1.5.4 Universal Design Steering Committee & Universal Design Coordinator..... | 9 |
| 1.5.5 Human Rights Committee of Council (HRCC)..... | 9 |
| 1.5.6 Accessibility and Inclusion Sub-committee of HRCC..... | 9 |
| 1.5.7 Feedback mechanisms | 9 |
| 2 Types of Accessibility Barriers..... | 10 |
| 2.1 Information and Communication..... | 10 |
| 2.2 Physical | 11 |
| 2.3 Technological..... | 11 |
| 2.4 Systemic | 11 |
| 2.5 Attitudinal | 11 |
| 3 Achievements and Continuing Efforts | 12 |
| 3.1 Built Environment..... | 13 |
| 3.1.1 Buildings..... | 13 |
| 3.1.2 Outdoor Spaces..... | 17 |
| 3.2 Transportation Infrastructure..... | 19 |
| 3.2.1 Sidewalks | 19 |
| 3.2.2 Intersections | 21 |
| 3.2.3 Cycling network and facilities | 22 |
| 3.2.4 Pedestrian and Cycling Accommodation during Construction | 23 |
| 3.2.5 Sidewalk and Pathway Maintenance | 24 |

| | | |
|------------|--|------------------|
| 3.2.6 | Parking | 24 |
| 3.2.7 | Transit | 25 |
| 3.2.8 | Transit Plus..... | 26 |
| 3.3 | Delivery of Services and Programs | 27 |
| 3.3.1 | Emergency Response | 27 |
| 3.3.2 | Garbage, Recycling and Yard Waste Collection | 27 |
| 3.3.3 | Libraries | 27 |
| 3.3.4 | Parking | 28 |
| 3.3.5 | Fire and Life Safety Education | 28 |
| 3.3.6 | Recreation programs | 28 |
| 3.3.7 | Transit | 29 |
| 3.3.8 | Winnipeg Transit Plus | 31 |
| 3.3.9 | Vehicles for Hire (VFH)..... | 32 |
| 3.4 | Information, Communication and Technology | 33 |
| 3.4.1 | City websites | 33 |
| 3.4.2 | Accessible Documents | 34 |
| 3.4.3 | Open Data | 36 |
| 3.4.4 | Customer Interactions | 36 |
| 3.4.5 | Signage..... | 38 |
| 3.4.6 | Civic Participation | 38 |
| 3.5 | Employment | 40 |
| 3.5.1 | Recruitment | 40 |
| 3.5.2 | On the job | 41 |
| 3.6 | Overcoming Systemic Barriers | 42 |
| 3.6.1 | Awareness..... | 42 |
| 3.6.2 | Applying an Accessibility Lens..... | 44 |
| 3.6.3 | Representation | 45 |
| 3.6.4 | Performance Measurement..... | 46 |
| 4 | <i>Priority Actions for 2021-2022</i> | <i>46</i> |
| 4.1 | Construction Accommodation (built environment) | 47 |
| 4.2 | Traffic Signal Post Placement (built environment)..... | 47 |
| 4.3 | Accessibility webpage (information and communication)..... | 47 |
| 4.4 | Increase Awareness and Education Efforts (systemic) | 47 |
| 4.5 | Winnipeg Accessibility Design Standard (WADS) update (systemic) | 48 |
| 4.6 | WADS checklist (systemic)..... | 48 |

| | | |
|-------|--|-----------|
| 4.7 | Performance Measurement (systemic) | 48 |
| 4.8 | Lived experience inputs (systemic) | 48 |
| 5 | Conclusion | 48 |
| 6 | Your feedback | 49 |
| 7 | Appendices | 50 |
| 7.1 | Report on 311 accessibility requests | 50 |
| 7.2 | Executive Summary: Achievements and ongoing efforts | 52 |
| 7.2.1 | Built environment | 52 |
| 7.2.2 | Transportation Infrastructure..... | 53 |
| 7.2.3 | Deliver of Service and Programs | 55 |
| 7.2.4 | Information and Communication | 57 |
| 7.2.5 | Employment..... | 59 |
| 7.2.6 | Overcoming Systemic Barriers | 61 |

Message from Geoff Patton, Chair of the Universal Design Steering Committee

I am pleased to present the City of Winnipeg Accessibility Plan for 2021 - 2022. It is the result of the efforts and dedication of City Council, public service leaders, City staff, community members, key stakeholders, and Rights holders.

The City of Winnipeg is committed to ensuring equal access and participation for all people who live in, work in, or visit our city. We are committed to providing facilities, services and programs that honour and respect the dignity and independence of our diverse citizens, from infancy to older adulthood. We embrace the concept of inclusive design and endeavour to make progress incrementally and creatively, while remaining fiscally responsible to the diverse community that we serve.

The format of this plan has been revised to more clearly communicate the City's scope of authorities and services, as well as the actions, measures and policies needed to promote accessibility. We are hopeful this plan will help increase awareness and understanding among City staff and community members about the importance of accessibility features already in place. We also hope that it will also prompt community members and staff – in particular those who experience barriers in our buildings, outdoor environments, services or programs - to identify additional ways we can remove or avoid further barriers.

Within the broader context of equity, diversity and inclusion, we acknowledge that the experience of barriers is compounded for individuals who identify with or experience multiple characteristics protected under *The Manitoba Human Rights Code*. We recognize the need to coordinate our efforts using an intersectional lens to address barriers for persons with disabilities and other equity groups to achieve true universal design of our facilities, programs, and services.

Although the City has been working toward barrier removal in many areas, we recognize the need for diligence and action is ongoing. Through innovation, technology, and our commitment to equity, diversity and inclusion, the City will continue to work with the community to ensure accessibility and inclusion are at the heart of everything we do.

Thank you to everyone who has contributed to the development of Winnipeg's 2021–2022 Accessibility Plan.

1 Introduction

1.1 Purpose of this Plan

This plan communicates the City's commitment to ensuring inclusive access and participation within the facilities, services and programs that are within the City's jurisdictions and realm of influence for all people who live, work or visit our city. It also provides an overview of the policies, procedures and efforts intended to deliver on this commitment and defines a plan of action to continue to address barriers that disable people in policies, practices and procedures.

While this plan addresses a legislated requirement, the City also recognizes that it is an opportunity to openly communicate the scope of the City's commitment and ongoing efforts towards universal access within the community, and to support ongoing discussion and collaboration with all stakeholders towards on-going improvements.

1.2 How this Plan was Developed

Development of this plan included the following:

- Gathering information from all service areas about:
 - updates on the barriers and actions identified in the previous Accessibility Plan;
 - new barriers that have been identified through the delivery of services, interactions with community members and delegations at public meetings; and
 - activities undertaken to address existing barriers and to avoid new ones;
- Reviewing 311 requests for service received over the past 2 years related to the accessibility of City facilities, service and programs; and
- Revising the plan format to enhance overall readability and screen reader compatibility, and to present the content under headings that reflect the ways in which community members interact with the City's facilities, services or programs – as users of a city facility, participants in recreational or educational programs, or contributors to civic decision-making.

1.3 Statement of Commitment

The City of Winnipeg has a long-standing commitment through its Universal Design Policy “to ensure all new construction and/or major renovations to buildings, exterior environments, as well as purchases and new developments in services, products, or systems that are funded in whole or part by The City will follow Universal Design criteria”.

In its ongoing efforts to achieve accessibility, the City is also committed to the following principles as outlined in the Accessibility for Manitobans Act:

Access: Persons should have barrier-free access to places, events and other functions that are generally available in the community;

Equality: Persons should have barrier-free access to those things that will give them equality of opportunity and outcome;

Universal design: Access should be provided in a manner that does not establish or perpetuate differences based on a person's disability; and

Systemic responsibility: The responsibility to prevent and remove barriers rests with the person or organization that is responsible for establishing or perpetuating the barrier.

1.4 Overview of City of Winnipeg Services

The City of Winnipeg is the municipal government that serves the diverse community of approximately 750,000 people within a land area of 47,500 hectares. The community is located at the geographic heart of the continent and is the capital and largest city in the province of Manitoba. Fifty-five percent of the population of the province of Manitoba lives in Winnipeg; therefore, when the City provides services to its community it serves over half of all Manitobans. Approximately a further 100,000 people who live within the broader Winnipeg City Metropolitan area, which includes 18 nearby municipalities, commonly access employment, goods and services within the city.

As a municipal government, the City of Winnipeg provides a broad range of services, programs and infrastructure to serve and support the community. These include:

- Customer services related to City services, programs and regulatory functions which are provided in person (at an indoor or outdoor City facility or on private property), on-line, or by telephone;
- Recreation and educational facilities, services and programs (e.g. indoor and outdoor recreation and aquatic facilities, libraries, parks and playgrounds,);
- Transportation related infrastructure, services and maintenance (e.g. streets, sidewalks, pathways, parking, public transit and vehicles for hire, snow removal)
- Legislative governance (e.g. council, committee meetings and public hearings, community engagement, events).

The City of Winnipeg is also one of the community's largest employers, employing approximately 10,000 individuals and issuing many contracts for work that supports employment among businesses in the private sector. Less than 5% of the City's workforce has self-declared status as a person with a disability.

1.5 Policies, Measures and Practices

The City of Winnipeg relies on a range of policies, measure and practices to confirm and deliver on its commitment to the ongoing identification, removal and prevention of barriers in its facilities, services and programs.

1.5.1 Universal Design Policy

This policy was adopted by Council in December of 2001 to confirm: "that the City of Winnipeg will ensure all new construction and/or major renovations to buildings, exterior environments, as well as purchases and new developments in services, products, or

systems that are funded in whole or part by The City will follow Universal Design criteria.”

The Universal Design policy can be found at:

<https://winnipeg.ca/ppd/Documents/CityPlanning/UniversalDesign/Executive-Policy-Committee-Universal-Design-Policy.pdf>

1.5.2 Administrative Standards

The City uses Administrative Standards to articulate operational policies for employees. They include clear, consistent direction regarding roles and responsibilities, accountabilities and protocols. They guide the administration's work at all levels to ensure clear and consistent direction that will help staff do their jobs efficiently and effectively. The following are specifically relevant to delivering on the City's commitment to its Universal Design Policy and requirements under the Manitoba Accessibility for Manitobans Act and its standard regulations:

1.5.2.1 Universal Design Standard (AS-004)

Re-iterates that all departments, employees and contracted agents of the City will support and facilitate the implementation of the Universal Design Policy and confirms roles and responsibilities.

1.5.2.2 Citizen/Customer Service Directive (AS-010)

The Customer Service Administrative Standard is being updated in 2021 and will incorporate protocols for accessible customer service as required under the Provincial Accessible Customer Service Standard. Protocol content has been prepared by the Universal Design Steering Committee and is reflected in staff training on Accessible Customer Service.

1.5.2.3 Reasonable Accommodation Standard (HR-005)

This Administrative Directive outlines staff commitments to making every reasonable effort to accommodate existing and prospective employees under any of the protected grounds of discrimination in accordance with the MB Human Rights Code. It is will be updated by early 2021.

1.5.3 Winnipeg Accessibility Design Standard (WADS)

The City of Winnipeg Accessibility Design Standard for the built environment is a set of requirements under the Universal Design Policy and is applied to City-owned, occupied, funded or leased buildings and exterior environments. These standards do not negate the regulatory requirements of the Manitoba Building Code.

The current design standard is available at:

https://winnipeg.ca/ppd/Documents/CityPlanning/UniversalDesign/Access_Design_Standards.pdf

1.5.4 Universal Design Steering Committee & Universal Design Coordinator

The Universal Design Steering Committee is a cross departmental committee established to provide coordinated leadership regarding Universal Design matters. The committee works closely with the Universal Design Coordinator to implement the Council's Universal Design Policy and the requirements and standards under the Accessibility for Manitobans Act.

1.5.5 Human Rights Committee of Council (HRCC)

This committee was established in 2019 to serve as an advisory body to the Mayor and City Council. It concerns itself with issues related to human rights, equity, diversity, peace, access and disability, with emerging trends as they affect Winnipeg communities, and with the adherence to and application of existing legislation.

Information about this committee is available at:

<http://clkapps.winnipeg.ca/DMIS/DocExt/ViewDoc.asp?DocumentTypeId=5&DocId=7545>

1.5.6 Accessibility and Inclusion Sub-committee of HRCC

This committee replaced the long-standing Access Advisory Committee. It advises the HRCC on matters related to the Accessibility for Manitoban's Act, the City's Universal Design Policy and Accessibility Design Standard, and works cooperatively with the administrative Universal Design Steering Committee and community stakeholder organizations on emerging accessibility issues for both providers and consumers of City of Winnipeg services.

The terms of reference and organizational structure for HRCC and its subcommittees were approved by the HRCC on April 24, 2019. Both documents are available on the City's Decision Making Information System, in the minutes of the meeting that took place on April 24, 2019, available at:

<http://clkapps.winnipeg.ca/dmis/ViewDoc.asp?DocId=17803&SectionId=&InitUrl=>

1.5.7 Feedback mechanisms

1.5.7.1 311

The City of Winnipeg utilizes its 311 system to provide a single point of contact to provide information and responses to service requests related to its services, programs and facilities. It eliminates the need for the public to understand the complexity of departmental roles and responsibilities when contacting the City and coordinates timely communication and responses. 311 can be reached using the web-portal, email, social media and the phone. Customer Service agents are well informed about departments and utilize web information to respond to information requests. 311 also works with departmental subject matter experts or project officers for assistance with more complex or detailed questions. Requests for service, action or follow up by a department is sent by the customer service agent to the applicable service area.

311 has proven to be an important tool to enable responsiveness when infrastructure, service or program commitment. Through 311, the City ensures that accessibility related requests for information or services go directly to the responsible department or service area.

1.5.7.2 Accessibility Plan

This Accessibility Plan is an important part of the City's accessibility feedback framework as it allows us to share with the community, the progress made and the status of ongoing efforts. It also describes in more general terms how the City works to provide an accessible environment in which people with disabilities can access the City's goods, services and facilities, public spaces, information and communications, and employment opportunities, in a way that meets their individual needs. This information serves as an important foundation to ongoing dialogue about what we do well and where we need to do better.

1.5.7.3 Public Engagement

The City hosts a public engagement website at <https://winnipeg.ca/publicengagement/> to share information about current projects and associated opportunities for public input. Public input and feedback within projects provide an important opportunity for feedback to be considered in the development of policies, programs and facilities.

2 Types of Accessibility Barriers

The Accessibility for Manitobans Act states that “for a person who has a physical, mental, intellectual or sensory disability, a barrier is anything that interacts with a disability in a way that may hinder a person’s full and effective participation in society on an equal basis.”

The following are common types of accessibility barriers as identified in the Act and an overview of where and how we need to look for opportunities to improve accessibility within City facilities, services and programs:

2.1 Information and Communication

These types of barriers are created when information is offered in a form that suits some, but not all people. To avoid such barriers:

- all information and communication need to reflect inclusive and easily understandable language;
- websites and printed and digital documents that are used to share information need to consistently be created with accessibility features;
- we need to be prepared to provide alternate formats such as audio, video, captioning, braille and sign language when required;
- we need to make sure that we share information that will allow individuals to determine themselves where or how they can access our services, programs and facilities;

- we need to consider accessibility in wayfinding, interpretive and identifier signage in public facilities and spaces; and
- we need to make sure that we provide multiple accessible and intuitive ways for citizens to provide feedback on the accessibility of our services, programs and facilities.

2.2 Physical

Physical barriers are those that restrict or hinder some people from gaining physical access to a place, a physical feature, an amenity or services provided in a place. This means we need to ensure that we remove and avoid barriers in City buildings, at service counters, in furniture and equipment we use in City facilities, in outdoor spaces such as parks or on streets, and within vehicles used to deliver City services. The City of Winnipeg owns or operates many buildings which were constructed before current barrier-free requirements were added to the Building Code and before the City's own Universal Design Policy and Accessibility Design Standard were put in place. While many barriers have been removed from buildings, outdoor spaces, street rights of way and City vehicles, and new construction and purchases aim to avoid creating new barriers, many physical barriers remain and continue to require focused effort and commitment to the Winnipeg Accessibility Design Standard.

2.3 Technological

Technological barriers occur when equipment provided to deliver services or programs, cannot be accessed by all or if it cannot be modified to provide access with an assistive devices or accessible software. Such barriers can exist in voting equipment, technology or software intended for registration in programs or services, or for making or processing applications or payments. The City must continue to eliminate barriers in existing equipment and technologies, provide reasonable accommodation where current equipment poses barriers and ensure new technological products and solutions are free of barriers.

2.4 Systemic

Systemic barriers are those that exist where accessibility implications have not been adequately considered in the creation of policies, practices or procedures and result in some people receiving unequal access or being excluded in the design of built environments, or the delivery of programs or services. Removing and avoiding systemic barriers requires explicit consideration to accessibility implications of common practices and procedures and the policies that guide decisions across service areas. Such barriers must also be addressed and avoided in the City's hiring and contracting practices.

2.5 Attitudinal

Barriers that result when people think, and act based on prejudgments or false assumptions that indirectly or directly discriminate are referred to as attitudinal. There is a need to improve staff awareness of accessibility barriers, accessible services and

accommodations, and of the Accessibility for Manitobans Act and its regulations, the City's Universal Design Policy and how these relate to individual service areas. This will require an ongoing commitment to staff training and updating procedures to reflect enhanced understanding and practice.

There is also a need to enhance public awareness of accessibility barriers, accessibility services and accommodations to ensure that those who commonly face barriers are aware of the services and accommodations available, and so that all people using City infrastructure, services and programs do so in a manner that ensures the availability of accessible services and accommodations is prioritized for use by those who need it.

3 Achievements and Continuing Efforts

This section provides an update on the steps taken and measures put in place to assess and adjust our policies, facilities, programs, services, and practices. It also identifies areas where ongoing effort and new actions will continue to prevent, remove and avoid barriers. To enhance the relevance of this information to the reader, barriers and related actions are discussed under topics that are more relevant to how people use City facilities or want or need to access City services or information:

1. **Built Environment:** this section focused on efforts related to eliminating and avoiding barriers that limit physical access to or within the built environment (indoors or outdoors). It also includes efforts needed to maintain such access over time and through changing seasons;
2. **Transportation Infrastructure:** this section reports on efforts related to the physical accessibility of the City's transportation system, including all physical amenities within the public street right of way, such as sidewalks, bike lanes, parking, transit stops and buses. Operational matters related to transportation infrastructure is reported on in the next section on Delivery of Services and Programs.
3. **Delivery of Services and Programs:** this section discusses efforts to eliminate and avoid barriers that exist for people trying to access a City service or program. It includes references to physical and technical barriers in as much as they relate specifically to a person's ability to access a specific service or program;
4. **Information, Communication and Technology:** this section reports on efforts to address and avoid barriers to information and the means to communication;
5. **Employment:** the section focuses on efforts focused on ensuring an inclusive place of employment for persons with disabilities and achieving equitable representation of persons with disabilities in the City workforce.
6. **Overcoming Systemic Barriers:** the efforts discussed in this section relate to addressing root causes that result in unintended physical, technical, information and communication barriers in City facilities, services or programs.

Within each of these sections, sub-headings are used to help the reader find information related to a specific topic or service area.

3.1 Built Environment

As noted in section 1.5.3, the Winnipeg Accessibility Design Standard (WADS) provide design guidance for all interior and exterior environments under the City's authority and/or influence. Systemic and attitudinal barriers related to achieving compliance with WADS are discussed in section 3.6 Overcoming Systemic. Efforts to address and avoid physical barriers in City buildings and outdoor spaces include the following:

3.1.1 Buildings

Many renovations have taken place over the years, and new buildings are able to avoid physical barriers when being constructed. However, due to the significant number of older buildings owned and operated by the City, physical barriers continue to require committed effort.

It was previously noted, that with over 1,100 buildings under City jurisdiction, the City has been challenged to establish a complete accessibility inventory in City facilities, buildings and properties and to develop strategic prioritization of accessibility improvements within them. Development of a strategic approach to prioritize and complete accessibility assessments of facilities remains underway.

Where buildings are an inherent part of being able to deliver a service or a program, (swimming pools, fitness facilities, etc.) the age and inherent barriers of buildings can challenge the City's ability to deliver inclusive services and program. As efforts are made to eliminate barriers in one facility at a time, and sometimes one portion of the facility at a time, the availability of accessibility features across facilities remains inconsistent. When prioritizing accessibility improvements in older facilities, consideration is given to achieving more accessible facilities in several locations across the city for equitable access, and to make sure all amenities - from the parking lot or front door to the on-site activity areas – are designed to be functionally accessible.

3.1.1.1 Gender-inclusive design

The importance of providing public washrooms that are inclusive was raised in previous Accessibility Plans, in particular noting that the design of washrooms should be respectful of the LGBT2SQ+ community.

Historically, the standard arrangement of public washrooms and changerooms, as spaces distinctly assigned to male and female users, poses a significant challenge to these spaces being accessible to all. They are not inclusive for users on the full spectrum of gender identities, nor for persons who require the support a caregiver who may be of another gender. Where possible within renovation projects, the City explores opportunities for transforming existing gender defined spaces into gender-neutral spaces. As a recent example, a City office which was served by two distinct but larger washrooms, each containing a single toilet and sink, one designated for men and the other for women, saw gender designations removed, and one of the rooms upgraded to become wheelchair accessible (universal toilet room). Current renovations at the St. James Civic Centre were able to include the creation of non-gendered washrooms.

New building construction provides an opportunity to design for gender inclusivity from the start. The new Bill and Helen Norrie library which opened in early 2021 exemplifies this opportunity.

The potential development of clear policy and design guidance to support gender inclusive design is currently being explored.

See the additional information about gender inclusion in signage, in section 3.4. Information, Communication and Technology.

3.1.1.2 Scent free buildings

To ensure City buildings are accessible to persons with scent allergies and sensitivities, the City of Winnipeg declared all City buildings scent sensitive workplaces in June 2019. <https://winnipeg.ca/ourstories/2019/190603.stm> The Administrative Standard on Scent-free workplace was updated in May 2019 to identify responsibilities and procedures for reducing use of personal scented products and managing personal scent related concerns. Patrons are advised, and signs are posted, but services are not refused for non-compliance.

3.1.1.3 City Hall

Originally designed and built in the 1960's, City Hall lacks a number of barrier-free design elements that have become standard features since then. Over the years, renovations have been able to address many barriers. The Councillors' offices at City Hall were renovated in 2016 to remove physical barriers for elected officials and their staff and to ensure in-person access for citizen to their elected officials.

The Council Chamber, as originally configured does not meet the current City of Winnipeg Accessibility Design Standards; access to the public gallery seating remains limited. While physical upgrades are pending budget availability, opportunities for virtual participation in Council and Committee meetings have been put into place.

The lack of nearby accessible parking to City Hall has been identified as a barrier to those who depend on personal transport to attend City Hall. Current construction activity on property to the west of City Hall has impacted this as well. The Parking Authority continues to explore opportunities to increase accessible parking at City Hall.

3.1.1.4 Community Centres

There are 63 community centres across the city. While the City owns these sites and the facilities on them, they are operated by community groups which are funded by the City to operate them. The City also provides grants to support community groups in making necessary facility improvements. Renovations provide an opportunity to remove existing barriers in community centres, many of which, like most City buildings were constructed prior to modern-day barrier free building code requirements. Over the past two years front doors and in some cases vestibule doors have been replaced at Varsity View, Riverview Ralph Brown and Lord Roberts Community Centres to ensure universal access into these buildings. At Woodhaven,

accessible doors were incorporated in renovations to the multi-purpose room to ensure access for all to this space.

The Greater Council of Winnipeg Community Centers (GCWCC) continues to work closely with the operators of community centres and City staff in Municipal Accommodations and Asset Management to add missing accessibility amenities (accessible doors, ramps, universal toilet rooms, etc.), and to make sure the accessibility standard is adhered to in renovation projects.

3.1.1.5 Fire Paramedic Facilities

3.1.1.5.1 Halls

Many Fire Halls were also constructed prior to barrier free building code requirements. Recognizing that efforts to improve their accessibility will result in incremental progress, Winnipeg Fire Paramedic Services will continue to select facilities for public activities to accommodate the needs of those who are scheduled to attend.

3.1.1.5.2 Customer service counters

The Fire Prevention Branch office is co-located with Winnipeg Fire Paramedic Services (WFPS) headquarters at 185 King Street. Prior to COVID-19, both offices operated independent service counters to serve the public. Application for and issuing of permits and bill payments are now possible on-line or by phone or email. For in-person service, both service counters lacked a lower portion to provide wheel chair or seated access by customers and employees. In 2019, the service counter for the WFPS was replaced with one that is accessible. While the counter at the Fire Prevention Branch still requires updating, the new at the new accessible service desk for the WFPS headquarters can accommodate transactions for both service areas.

3.1.1.6 Libraries

The City operates 20 libraries, geographically distributed across the city in buildings of varying ages and degrees of accessibility. Efforts to address physical barriers to libraries includes providing services that don't require in person visits (more detail on this in section 3.3 Delivery of Services and Programs); removing barriers in existing facilities through renovations or replacing obsolete facilities with new ones. Removal of physical barriers in library buildings over the past two years include the following:

- A major renovation and addition to St. Johns Library (built in 1915), including the addition of a new accessible main entrance, a platform lift to provide access to all levels, and 3 accessible toilet rooms;
- Renovation of Cornish Library (built in 1915), including the creation of an accessible entrance, a platform lift to provide barrier-free access to all levels, and an accessible toilet room on each level;
- Replacement of the aging and inaccessible River Heights Library with a new and accessible Bill and Helen Norrie Library at Grant and Cambridge; and
- The addition of a Universal Toilet Room on the main floor of Millennium Library.

Removal of barriers is planned for the following libraries over the next two years:

- New (relocated) branches are being planned for West Kildonan and St. James; and
- Ongoing accessibility upgrades at Munroe library.

3.1.1.7 Pools

Accessible swimming pools require that a visitor's experience is barrier-free, from their arrival on site via the parking lot or adjacent public street, past the front desk, within change rooms, to the pool deck and into the pool. The City operates 12 indoor pools, all constructed prior to 1985, and 9 outdoor pools. Over the years, efforts have been made to remove barriers at pools by adding accessible entrances, replacing reception desk, adding universally accessible and family change rooms, adding lifts and adult change benches and bariatric steps, as well as lifts and sloped access into pools. The configuration and size of existing buildings imposes challenges to achieving full accessibility in existing pools and has required a variety of means to achieve accessibility across facilities. For example, while sloped entry into pools has been achieved at Sargent Tommy Prince (indoor main tank), Seven Oaks (teaching pool) and St. Vital (outdoor) Transcona Pool (outdoor), Westdale Pool (outdoor), lifts have been added to many others. Over the past two years, the following accessibility improvements to pools have been made:

- Margaret Grant: added overhead track lift in both Specialty Change Room; added grab bars to all public toilets;
- Seven Oaks: added wading pool with ramp access, replaced old gender specific change rooms with a large gender-neutral change room with two new Universal Change Rooms that include overhead track lifts and adjustable change benches;
- Sargent Tommy Prince: upgraded lifts in all four Universal Change Rooms;
- Bonivital: installed bariatric steps for enhanced access to deep tank;
- Pan Am: two new lifts installed to provide wheelchair access into the main tank

Accessibility improvements anticipated at pool facilities over the next 2 year include the following:

- Pan Am: addition of universally accessible and gender-neutral change room;
- Bonivital: Accessibility improvements to the lobby and change rooms, and replacement of an aging and faulty lift for access into both tanks

3.1.1.8 Public Works Customer Service Counter

The Public Works department provides several in-person services via their customer service counter at 1155 Pacific Avenue. Renovations to the lobby and customer service area at the front entrance will be completed in 2021 and will include accessibility enhancements for both members of the public and for staff who attend to the public.

3.1.1.9 Recreation and Leisure Centres

The City's recreation and leisure centres provide a broad range of facilities and amenities across the city including fitness centres, weight rooms and indoor running tracks. To address limited availability of accessible fitness equipment, recent replacement of fitness equipment in the following facilities has included the addition of accessible equipment: Cindy Klassen Rec Centre, Fort Rouge Leisure Centre, Peguis Health and Fitness Centre and Pan AM Pool. Community Services will continue to add accessible equipment as aging equipment needs replacing.

3.1.2 Outdoor Spaces

While public streets are outdoor public spaces, these are discussed in section 3.2 Transportation Infrastructure.

Non-transportation specific outdoor public spaces that are under the City's responsibility include 1,333 parks, 485 playgrounds and 604 athletic fields. Providing universal access to these facilities is important to ensuring equitable use of these by all members of our community. Within public spaces intended for recreation, it is important to ensure accessibility while also providing opportunities for community members of all ages and abilities to participate in activities in which they are able challenge themselves.

Parks and amenities within them are regularly monitored throughout the year to ensure that they remain safe and accessible for public use. 311 requests for service are also an important means for identifying matters that require prompt attention.

Winter access to parks and their amenities are in part influenced by the City's snow clearing policy which identifies snow clearing priorities on transportation facilities including pathways in parks on clearing paths. Details about the City's snow clearing policy are available here: <https://www.winnipeg.ca/publicworks/snow/snow-clearing-policy.stm#Sidewalks>.

3.1.2.1 Golf Courses

City of Winnipeg owns and operates golf courses at Kildonan Park, Windsor Park and Crescent Drive and provides accommodations for golfers with disabilities who require assistance or use of accessible or customized power carts to golf. To find out more about these accommodations visit: <https://winnipeg.ca/golf/generalInfo.stm>

Like many of the City's other buildings, club houses on City golf courses were built before the City's universal design policy and accessibility standard. Over the past two years, accessibility improvements have been made at Kildonan Park. These include: upgrades to the men's and women's washrooms to provide door free entry, create an accessible stall in each, upgrade colors, flooring, fixture and hardware to meet the accessibility standard. A gender-neutral accessible toilet room is expected to be added in 2022.

3.1.2.2 Parks

The following accessible improvements have been made over the past two years in the following locations:

- **Bishop Grandin Greenway:** added benches along this long pathway;

- **Crescent Drive Park:** new park pavilion with a Universal Toilet Room, accessible picnic shelter, and outdoor fire chimney;
- **Fisher Park:** widened accessible gradual paths and added bench nodes;
- **Glenn McWhinney Park:** installed artificial turf and applied rubber coating on asphalt walkway;
- **Kapyong Park:** created a memorial gathering area with accessible surfacing
- **Kings Park:** installed accessible asphalt paths from parking lot to bridges which are a destination feature in the park;
- **Kildonan Park:** Universal Toilet Room included in the new Parks Maintenance building;
- **La Barriere Park:** new fully accessible public washroom with two Universal Toilet Rooms;
- **Little Mountain Park:** Renovated interior of park shelter building to include three non-gender specific washrooms, plus a Universal Toilet Room, water fountain and main entrance door power operator;
- **Sir John A. MacDonald Park:** added benches along long pathways;
- **St. Vital Park:** an accessible path added to provide access to the formal garden, rubber mats purchased and installed seasonally to provide accessible path to accessible toboggan run; and
- **Van Wellegham Park:** a new pathway was added to provide a shorter, more direct and accessible route through the park.

3.1.2.3 Playgrounds

Management of City playgrounds includes regular maintenance and the periodic renewal of entire playgrounds. When playgrounds are renewed, accessibility requirements contained in the City’s Accessibility Standard are applied. Where playgrounds are renewed, accessibility deficiencies are identified and addressed. These may include providing an accessible path to seating near a barrier-free access to the play area, replacing or adding structures that include a transfer station for wheelchair users, tactile amenities and provide ground level and elevated play components reachable from an accessible route, adding an accessible swing seat and replacing existing ground surface with engineered wood fiber. Playgrounds that were renovated or renewed over the past two years include the following:

- | | |
|---------------------------------|------------------------|
| • Agate Park | • Kirkbridge Park |
| • Aldo and Samira El Tassi Park | • Luigi D’Ottavio Park |
| • Bergen Cutoff Park | • Malden Close Park |
| • Burmac Park | • Montcalm Tot Lot |
| • Collegiate Park | • Riley Park |
| • Durham Park | • Scouts Park |
| • Edward Shindleman Park | • Thomas Copeland Park |
| • Hazelwood Crescent Park | • Tom Brown Park |
| • Headmaster Park | • Westminster Park |
| • John Shaley Park | |

When new playgrounds are developed, care is taken to locate them for direct and easy access from nearby residential areas, and other local recreational amenities and parking lots. New playgrounds installed over the past two years include the following:

- Firestone Park
- Optimist Park
- Pan Am Pool Park: Jumpstart Playground
- Ridgewood West Park
- Scotswood-Glenbush Park
- Shady Shores Park

Of these new playgrounds, it is noteworthy that the Jumpstart playground in Pan Am Pool Park offers the highest level of accessible play components available in playgrounds across the City. It includes rubber surfacing throughout, accessible swings, music components, swaying component that wheelchair can access and wide ramps for wheeled access to all play components.

3.2 Transportation Infrastructure

The physical accessibility of a city's transportation system plays a significant role in providing equitable access to a safe and accessible means of mobility and in people reaching the destinations of everyday living. It eliminated a significant barrier to people gaining equitable access to employment, education and services and associated opportunities for good quality of life. This requires that all parts of the system: network of streets, sidewalks and pathways and the individual facilities, including sidewalks, transit stops and stations, pedestrian crossings and pathways are constructed and maintained for independent pedestrian mobility.

3.2.1 Sidewalks

There are over 3,100 km of sidewalks throughout Winnipeg for which the City is responsible. They are an important part of the community's transportation network as they provide a defined space for pedestrian travel that is separate from the space intended for use by vehicles and cycles. For sidewalks to be accessible, they need to:

- have a firm and smooth yet slip-resistant surface to minimize risk of tripping hazards and falls and to avoid the extra effort and potential pain associated with rolling wheeled mobility devices across a textured surface;
- have a slight cross slope to maintain a walkable surface throughout the year; slight enough not to physically challenge people walking or rolling along it but enough to ensure good drainage to avoid pooling of water and ice buildup and associated risks;
- be wide enough to accommodate expected volumes of pedestrian traffic, involving people of various sizes, or who may use a service animal, a support person or any of a variety of mobility aids;
- be free of physical obstacles; and
- avoid heavy or distinct patterns that can be disorienting and confusing, and

- provide good visual and tactile spatial definition of intended paths of travel, especially useful for community members with cognitive disabilities and low or no vision.

3.2.1.1 Solid, smooth and continuous surface

To achieve a firm and uninterrupted surface, public sidewalks are typically constructed in concrete to be most durable; use of pavers in the path of travel are typically avoided.

Over time, the structural integrity of sidewalks can fail and result in uneven or rough pavement and become a tripping hazard or slipping hazards if the cracking or shifting of pavement results in low spots where water can pool and freeze.

Public Works staff regularly inspect sidewalk condition and use information from 311 service requests to identify and address problem locations either through spot fixes or within street renewal projects.

3.2.1.2 Detectable edge and vertical obstacles

Many sidewalks are edged by grass or a continuous building edge. Such physically distinct edges are detectable and provide good spatial definition of the intended path of travel. Where such edges are missing, and the entire sidewalk boulevard is paved, vertical objects such as fire hydrants, sign or lamp posts, post boxes and street furniture can easily become physical obstacles. To minimize physical obstacles within the intended path of pedestrian travel, the City aims to incorporate a color contrasting and detectable band in the pavement to help define the intended path of travel and to locate any vertical objects outside of this path.

Detectable edges to sidewalks are commonly achieved by incorporating a row of dark colored bricks on both sides of the path of travel. While construction techniques have been adjusted over the years to provide a more stable base for the inlaid band of bricks, local winter conditions still eventually result in the base cracking and bricks settling or shifting or in the bricks themselves deteriorating. Tripping and slipping hazards emerge and become barriers for users of wheeled mobility aids. In recent year, Public Works has been testing the use of methyl methacrylate (MMA) a plastic material that is applied as a liquid and hardens onto the concrete surface of a sidewalk. It is quicker and easier to install than pavers and poses fewer risks to the structural integrity of the sidewalk. Public Works staff is working with people and organizations who provide resources and advocate for persons with vision impairments to gather feedback on the tactile and visual detectability of the product and various means of application, to determine if it is a more effective and sustainable solution for local application.

3.2.1.3 Protruding Objects

In addition to keeping intended paths of travel free of vertical objects, attention must be paid to ensure objects such tree branches and building-mounted signs or awnings or excessively wide street signs that are located outside of the path of travel don't extend into the vertical space occupied by pedestrians along their path of travel.

The City avoids creating such obstructions, by adhering to its own signage standards and reviewing all development, signage and encroachment applications.

As noted in the last plan, tree branches can also limit access to important information when they obstruct view of traffic and building signage. Sign obstructions are identified through 311 requests for service and internal notifications submitted by staff. Priority response is provided to remove limbs that are safety hazard to pedestrians and those that block views of traffic signals.

3.2.2 Intersections

There are several features and design details at intersections to ensure safe and accessible crossing locations for pedestrians:

3.2.2.1 Curb Ramps

These are installed in alignment on opposite sides of the street, to provide level access from the sidewalk on one side of the street to the other. Curb ramps ensure crossing locations are accessible for users of wheeled mobility aids and they eliminate a tripping hazard for all.

3.2.2.2 Yellow Detectable Panels

These are installed in curb ramps to provide highly visible and physically detectable cues for people with low or no vision to help them independently identify crossing locations and determine their correct alignment for safe crossing of the intersection. Standards for the dimensions, specific location and orientation of these panels were developed in consultation with vision impaired community members and have been formalized in the Public Works construction specifications. They continue to be installed on major regional streets, collector streets and industrial and commercial streets. Public works continues to install and replace these panels on existing streets where necessary through their capital street renewal projects and requires their installation in all new road projects.

Over the years, experience has shown that the original fiberglass panels have not always stood up well to snow clearing equipment. As a result, Public Works is testing the durability of cast iron panels for potential use in locations where risk of damage is high. Through the department's outreach to persons with vision loss and organizations advocating for and providing resources to people with vision loss, Public Works has been advised of the ongoing importance of the yellow color for the visual prominence of these street crossing safety features. Public Works is testing two products and color application techniques to determine which stands up best to the wear and tear of pedestrian activity and street maintenance equipment and is seeking user feedback on color effectiveness at various degrees of wear.

3.2.2.3 Audible Pedestrian Signals (APS)

An APS is a device that communicates information about pedestrian crossing time and direction at signalized intersection using audible tones. For person to hear the APS, it is installed on the nearby signal post and oriented towards the curb ramp available for the corresponding crossing direction. Where possible, signal posts are

located within reach of the curb ramp so that pedestrians with vision impairments can locate and position themselves ready for crossing and within distance of the APS once it begins to sound.

More full details about the City's APSs are available here:

<https://winnipeg.ca/ourstories/2020/200616.stm>

The installation of APSs was completed at all signalized locations in September of 2020. In October 2020, traffic signals ceased to be programmed for night-time amber/red flash mode, to ensure consistent availability of pedestrian signals, including audible signals at any time of day.

3.2.2.4 Pedestrian Countdown Signals (PCS)

PCSs consist of standard walk/don't walk (flashing HAND) signal indications, with the addition of a countdown feature that shows pedestrians how many seconds of crossing time remains by way of a descending numerical countdown. This information helps pedestrians assess whether there is adequate time for them to cross so they can more confidently decide whether to start crossing or to wait for the next walk phase. Installation of countdown signals at all signalized intersections in Winnipeg has been completed, except for a few intersections which are scheduled to have PCS added during construction in 2021.

3.2.2.5 Crossing times and distances

The 2017-2018 Accessibility Plan identified that very wide streets, and/or the length of time provided by a pedestrian signal can make it difficult for some pedestrians to cross the street safely within the time provided. In response to this concerns, pedestrian crossing times were adjusted at intersections where comprehensive signal timing changes were made between 2016 and 2019. The changes were made to ensure a walking speed of 1.2m/s, calculated for the crossing distance and applied to the duration of the flashing don't walk HAND and countdown display of the pedestrian phase, as directed by the Manual of Uniform Traffic Control Devices for Canada (MUTCDC). Guidance in MUTCDC allows deviating from the standard walking speed accommodations in locations where the need for slower walking speeds may exist.

Since 2020, in response to 311 requests and within the scope of otherwise prompted signal timing changes, Public Works has used a walking speed of 0.9 m/s where at least 20% of pedestrians crossing are older pedestrians and a walking speed of 0.8 m/s where at least 20% of pedestrians use assistive device for mobility. Service requests related to pedestrian crossing times have continued to decrease since 2016.

3.2.3 Cycling network and facilities

An effective and convenient network of cycling facilities is important to providing mobility options for a broad spectrum of community members. For people who may lack access to a vehicle or are unable to use a personal vehicle, cycling can expand the geographic reach of independent travel well beyond what may be reachable as a pedestrian. In fact,

cycles, including tricycles, various versions of tandem cycles, handcycles, recumbent cycles, cargo bikes and e-cycles function like mobility aids for community members of various ages and abilities. This means the overall cycling network and individual facilities within it need to address the broad range of cycle types and operational needs.

Opportunity exists to continue building the local cycling network in ways that will ensure equitable access to this important mode of independent travel. The City continues to invest in the cycling network which currently includes over 200 km of cycling or shared cycling and pedestrian facilities.

As cycling facilities continue to be added, attention also needs to be paid to avoiding potential conflict between pedestrians and cyclist. Providing a physical separation or distinction between paths for cyclist and those for pedestrians offers the best way to avoid conflict both on route and at locations where their paths cross. Also important to the safety of pedestrians and cyclists is maintaining consistency of facility design, as this encourages greater understanding and consistency of use, which in turn decreases the risk of conflict and collision of users.

One potential point of conflict that has emerged with the introduction of painted and physically separated on-street cycling ways is at transit stops, where transit passengers must cross a bikeway to board or alight from the bus. As per previous consultation with community members with vision loss, Public Works installs tactile warning panels in the curb ramp location provided to cross the bikeway. To distinguish the crossing of a bike way from a crossing of a roadway to a transit step platform, Public Works adds yellow tactile guidance panels from the public sidewalk and across the bikeway to the transit platform.

Formalization of standard design details for cycling and pedestrian facilities to ensure effective management of potential conflict between users and consistent implementation remains outstanding.

Further, community interest was recently expressed in mapping accessibility-relevant information for the cycling network, to assist cyclists who depend on certain route attributes, in their planning of cycle trip. Efforts are underway to determine how best to achieve this.

3.2.4 Pedestrian and Cycling Accommodation during Construction

Public sidewalks and intersections sometimes need to be closed to the public to facilitate street construction or construction activity on adjacent lands. To maintain accessibility of the overall pedestrian network and maintain reasonable access to nearby destinations, convenient and accessible alternative routes need to be provided. Information about the closure and the detour also needs to be provided so that pedestrians can use this information to plan alternative routes for common trips and to safely use the alternative routes.

A previous plan noted the need to address the inconsistent provision of alternative accessible routes for pedestrians in the public right of way around construction sites. Since then, the Manual of Temporary Traffic Control on City Streets was updated to include more robust guidelines and illustrations for the accommodation of pedestrians,

cyclist and transit users in work zones. The pandemic hindered the City's ability in 2021 to ensure full awareness and compliance with the new guidelines. In response to ongoing concerns raised during the 2021 construction season, City Project Officers reviewed accommodation requirements in weekly on-site meetings with on-site project managers and contractors.

Work remains ongoing to identify and formalize mechanisms to support compliance with the guidelines. In the meantime, in the interest of addressing immediate barriers, PW depends on 311 to receive service requests for non-compliant construction sites.

3.2.5 Sidewalk and Pathway Maintenance

Between November and April, icy condition and accumulation of snow can challenge the accessibility of the City's transportation network. To guide the management of such conditions, Council has adopted a snow clearing and ice control policy to define priority areas for snow clearing and de-icing and the conditions that would trigger the need for attention. Most simply described, City streets (including sidewalks) fall into three levels of priority for service, with regional streets being the highest priority and local streets the lowest. The 2017-2018 Accessibility Plan identified the need to explore opportunities to enhance ice and snow removal to maintain better accessibility of sidewalks and to transit service during the winter months.

In 2019, the City introduced a sub-set of priorities to expedite clearing of sidewalks and cycle paths to improve city-wide accessibility for pedestrians and cyclists. Essentially, this bumps some otherwise lower priority streets up on the priority scale for service. Under the current policy, Priority 1 (P1) and Priority 2 (P2) sidewalks are normally maintained to a compacted snow surface, except those in the downtown which are plowed to the paved surface when conditions allow. Plowing operations will begin following a 5 cm build-up of snow and is expected to be completed in 36 hours following the end of a snow fall. Lower priority sidewalks, predominantly on residential streets are expected to also be ploughed to a snow compacted surface and to be completed within five working days following the start of snow clearing operations. For more details about the policy and its implementation, visit <https://winnipeg.ca/publicworks/snow/snow-clearing-ice-control.stm>.

To address previous concerns about plowed snow blocking access to pedestrian push buttons at crossings, expectations on the importance of identifying windrow and flagging them for deficiency work have been reviewed with foremen and inspectors.

3.2.6 Parking

3.2.6.1 Accessible stalls

The provision of accessible parking is essential to supporting the independent use of personal vehicles by persons with disabilities. The City facilitates the establishment of accessible parking stalls on private property through zoning by-laws by identifying requirements related to the number and dimension of stalls and related to signage and the provision of accessible routes to accessible stalls. Accessible on-street parking is provided by designating and signing areas.

Use of accessible parking stalls both on and off street requires the display of a Provincial Parking Permit for People with Disabilities. Eligible members of the public can apply for a permit through Manitoba Possible. (more information available here: <http://theparkingstore.winnipeg.ca/theparkingstore/parkingInfo/disabilities.stm>)

It was previously identified that there is common misuse of accessible parking stalls on private property. Route optimization software continues to support effective tracking and response to issues on private property regarding misuse of accessible parking stalls. Additionally, the WPA plans to review the Private Parking By-law for potential improvements and will work with Planning, Property and Development on development standards for accessible spaces so they can be effectively enforced.

3.2.6.2 Parking Pay Stations and Payment Options

In 2007, on-street parking meters were replaced with parking pay stations. This change made it possible to offer a broader range of payment options. Payment is now possible by cash, credit card, “pay-by-phone” app and Scratch & Pay permits.

While replacement of single stall meters with pay stations has reduced the overall number of possible obstacles for pedestrians on the sidewalk it has also increased the physical distance between most stalls and the location to make payment. Both the pay-by-phone app and the Scratch N’ Park permit which allows the user to customize the permit to the date and time of use to overcome this barrier by providing options that do not require personal interaction with the pay station.

Scratch N’ Park meter permit are available at the Parking Store with accessible on-street parking located one block west, directly in front of the University of Winnipeg. The WPA has explored sales through various City and public outlets, no viable options were found at this time. The Parking Authority will begin mailing Scratch N’ Park meter permits to residents with accessibility requirements who are not be able to easily access the parking store in person.

To enhance the proximity of pay stations to accessible stalls, 15 pay stations were relocated from mid-block locations to be located directly adjacent to accessible paid parking spots in 2020. In 2021, nine additional pay station will be relocated to be within accessible paid parking spots. Having a pay station adjacent to accessible spots makes it easier for those motorists to pay for their parking upon existing the vehicle if they are paying directly at the pay station. The pay-by--phone option continues to exist where motorists can pay for parking using their mobile device. Between 2019-2020 two additional accessible paid parking spots were added on street.

3.2.7 Transit

Public Transit plays an important role in enhancing the mobility of all its community members. There are several physical elements of Winnipeg’s transit system that contribute to the accessibility of the service. This includes bus stops and stations, and the vehicles.

3.2.7.1 Bus stops

An accessible bus stop must include an accessible platform for passengers to board and alight buses, an accessible route leading to the platform and a meaningful way of identifying it as a bus stop

It was previously noted that there are bus stops across the city that lack these basic amenities to be accessible. In response, Transit created a list of locations with accessibility deficiencies and in 2019 allocated funds to a program to make necessary modification. This program is ongoing.

Inconsistent placement of transit signage and the lack of distinction of transit signage from other signage were also previously identified as challenges. The bus stops on the rapid transit way are all uniform in signage and are accessible.

An extensive review of existing bus stops was completed as part of the Transit Master Plan and issues of accessibility and signage will be addressed in the plan.

3.2.7.2 Buses

Winnipeg Transit's fleet of buses is comprised entirely of low-floor (kneeling) vehicles, each providing two spaces to secure mobility aids. Farebox heights have been standardly adjusted and tested with customers to confirm that the height is accessible.

As of January 2021, all new bus builds will have two securement systems; the Quantum and the Q'Pod. These securement systems will allow individuals who use wheelchairs for mobility the option to secure themselves independently (Quantum) and/or get the bus operator to assist them to secure their mobility equipment.

Accessibility issues related to the availability and operation of busses are addressed in section 3.3 Delivery of Services.

3.2.8 Transit Plus

3.2.8.1 Customer Service Centre

Transit Plus conducts assessments with applicants for service at the customer service center at 414 Osborne Street. The front entrance to the building was redesigned to ensure universal access into the building. Efforts are underway to enhance pedestrian routes around the building that are used for assessments. Existing signage is being replaced to remove the current visual obstructions to the public sidewalk, and to incorporate better signage to identify the front entrance and this office as a destination.

3.2.8.2 Vehicles

It was previously identified that the existing fleet of Transit Plus vehicles had limited capacity and the type of vehicles did not meet the varied needs of its customers. Transit Plus now has access to a variety of vehicles to meet the needs of all its customers, including specialized vehicles with lifts.

3.3 Delivery of Services and Programs

This section reports on efforts to eliminate and avoid barrier types in the delivery of City service.

3.3.1 Emergency Response

It was previously identified that WFPS may have limited space/capacity to transport patients' mobility devices, service animals or their family members who use mobility devices in emergency vehicles. Options for addressing these challenges were explored and WFPS has adopted standard practices which prioritize the patient's safety and not separating patients from their mobility devices, service animals or family members. A Major Incident Response Vehicle which can transport persons in wheelchairs may be an option for transporting patients who are able to safely remain in their wheelchair or to transport a patient with a family member who uses a wheelchair. In cases where a support animal is not able to safely travel in an ambulance, WFPS seeks the assistance of family members or Animal Services.

3.3.2 Garbage, Recycling and Yard Waste Collection

Garbage and Recycling pick up services provided at homes requires residents to move carts and yard waste bags to the curb or lane. Households which have no one who can do this are able to apply for walk-up collection service. For more information, please visit: <https://winnipeg.ca/waterandwaste/garbage/walk-upService.stm>

3.3.3 Libraries

Libraries provide several ways to make their collections and services accessible to all members of the community. For details about all accessible services available, visit: <https://wpl.winnipeg.ca/library/ourservices/accessible/sectionmap.asp>

To overcome physical barriers to visiting libraries in person, Library services offers home service for older adults, outreach visits in underserved communities, increased availability of digital and downloadable content, podcasts, and virtual book clubs, off-site programs in senior centres or community centres, extended hold pick-ups beyond library hours through smart locker installations and is replacing inaccessible library locations with new facilities with better access by transit, cycle or as a pedestrian.

Since the start of the pandemic, the Library Services Outreach staff found innovative ways to provide service to underserved communities by offering contactless home service systems and contactless Check it Out Zone service as allowable under different levels of public health restriction and by delivering outreach materials/crafts kits to community agencies such as the Spence Neighbourhood Association. The community agencies distributed the library kits, along with food and other supplies through their networks.

Library Services continues to respond to customer feedback on specific assistive technologies and services.

3.3.4 Parking

Respondents of a recent parking authority survey identified concerns about the lack of awareness and understanding related to on-street parking, parking signage and the parameters of use associated with the Provincial Parking Permit for People with Disabilities. Specifically, in regard to the permit program, there appears to be a lack of awareness that when a motorist displaying the proper permit has purchased the maximum time permitted in a paid parking space (accessible or otherwise), the Winnipeg Parking By-Law 86/2016 allows them to stay in the space for up to four hours. Similarly, they may park for up to four hours in free (non-paid) parking spaces which are normally subject to time restrictions of one or two hours.

The parking authority will reach out to MB Possible, the organization which issues the permits on behalf of the province to explore opportunities to better communicate with permit holders about how long permit holders can park in paid and non-paid spaces.

To address improved clarity of parking signage, the Parking Authority will be running a pilot project in 2021 on three street segments in the Exchange District where parking guide signs will be added, facing the sidewalk to test an easy to read timetable view of when parking is available. A second phase of this signage pilot project plans to test an alternative to current regulatory parking signs to face the roadway which has also been designed for greater clarity. Provincial approval for this phase is pending. The Parking Authority will be requesting feedback on this signage pilot.

3.3.5 Fire and Life Safety Education

Winnipeg Fire Paramedic Services provide opportunities for public education on topics related to fire and life safety through pamphlets, presentations in the community and station tours. More information about these resources can be found here: https://winnipeg.ca/FPS/Public_Education/default.stm.

Recognizing the limited accessibility of older fire halls, WFPS will continue to schedule public activities at facilities to serve the needs of those who will attend. Notification is provided on the WFPS website that accessibility accommodation will be provided upon request to participate in events. This offer is reiterated, and details are confirmed in person when events are scheduled. The WSFP webpage which provides access to all fire safety pamphlets, advises that all pamphlets are available in alternate formats upon request.

3.3.6 Recreation programs

The Leisure Guide promotes inclusion and the website and the Learn to Swim guide provide accessibility features to assist with preparing for a visit to a recreation facility. Attendant Services and Sign Language interpreters are available to support participation in programs upon request.

Pre-booking for general admissions and registered activity enrollments can be completed on-line, in-person or by phone through 311. The on-line Leisure guide and Recreation webpages are available in both English and French. The sales transaction portion of LeisureOn-line is expected to be available in French in 2022. In person

service is available in French at select facilities in the St. Boniface ward, at the department's main office at 395 Main and over the phone. Work is underway to provide French translation of the Leisure Guide on-line services.

Accessibility of Leisure guide - Accessible listings of Leisure Guide activities are now posted online.

Accessible listings will be available every session. View listings at: <https://winnipeg.ca/cms/recreation/leisure/leisureguide.stm>

3.3.7 Transit

In addition to the physical accessibility of transit stops and stations as discussed in the previous section on Built Environment, the accessibility of public transit as a service depends on accessibility of its vehicles and the way they are operated, the service relevant information and the methods of fare collection.

3.3.7.1 Buses and service delivery

Winnipeg Transit's fleet of buses is comprised entirely of low-floor (kneeling) vehicles, each providing two spaces to secure mobility aids. As of January 2021, all new bus builds will have two securement systems; the Quantum and the Q'Pod. These securement systems will offer individuals who use wheelchairs for mobility the option to secure themselves independently (Quantum) and/or request the bus operator to assist with the securement of their wheelchair or scooter.

To ensure consistent availability of driver support to passengers with disabilities and individuals using mobility aids, Winnipeg Transit has launched a training program for all bus operators on providing assistance with boarding and exiting the bus and with mobility aid securements when requested.

In response to a previously expressed concern about Transit's Carry-on Bag Policy limiting the volume of goods for those who rely on public transit to do their shopping, Transit's research found that the policy of a two-bag limit, or as many parcels as you can fit on your lap is consistent with best practices and benchmarking of paratransit services across Canada.

In a recent public engagement survey, the most common barriers identified for people with disabilities to gaining physical access to buses include the following:

- Lack of space in the front of the bus for all mobility aids and strollers;
- Difficulty flipping up benches;
- Lack of community understanding around invisible disabilities;
- Riders not offering seats at the front of the bus to those using mobility aids;
- Conflict between riders because of limited space at the front of the bus.

Efforts are underway on a number of new initiatives to address these barriers and in anticipation of the enactment of the proposed Transportation Standard of the Accessibility for Manitobans Act. An upcoming report to be presented to Council in July 2021 will include a comprehensive priority seating policy that will address issues

of bus operator assistance, definition of priority and courtesy seating, automated announcements, passenger education campaign and other factors identified during public engagement in 2020.

3.3.7.2 Planned enhancements in Transit Master Plan

In April 2021, City Council approved the Winnipeg Transit Master Plan, a policy which will guide changes to the transit network design, routes and service delivery to meet the growing and evolving transportation needs of Winnipeggers. Key elements of the approved plan to address existing and avoid creating new barriers to using public transit in Winnipeg include the following:

- The plan is based on a transit network and service delivery model designed to increase frequency of service on main routes of the system. The increased number of buses serving these routes will result in fewer instances where passengers are by-passed by full buses, and inherently also increase the number of accessible seats on bus routes for passengers using mobility aids.
- A Family of Services model is proposed to better integrate conventional transit with Transit Plus. This will allow customers to transfer seamlessly from Winnipeg Transit Plus vehicles to conventional transit service and back again, based on their abilities. Winnipeg Transit Plus will be available to those eligible individuals who are unable to use the conventional system some or all of the time. Winnipeg Transit will explore the feasibility of combining trips using modernized On-Request service with paratransit trips under the Family of Services model.
- The proposed new transit network includes On-Request service areas. Winnipeg Transit Plus users in these areas could be transported by co-mingling with other riders using the On-Request conventional transit buses rather than dedicated Winnipeg Transit Plus vehicles. A pilot project would help the service assess the need for future refinements.
- The plan identifies locations where two or more transit routes meet and where more people are likely to transfer from one route to another. It prioritizes these locations for accessibility improvements to be completed with other transit infrastructure projects and roadway renewal projects.
- Transit Junctions are a new concept, which designates a collection of bus stops as a single unit for planning and design. Transit Junctions will be designed to make these connections as safe, efficient, and accessible as possible, both through infrastructure design and the provision of customer amenities. Transit Junctions will be high priorities for accessibility improvements, including through road renewal projects and through the existing Transit Accessibility program.

3.3.7.3 Information and communication

Schedule and service information is provided in multiple formats: Navigo is offered in a variety of different online interfaces (desktop and mobile) and Telebus provides access to information by phone. Current desktop and mobile websites will be updated

to be WCAG (Web Content Accessibility Guidelines) 2.0 AA compliant and will provide improved support for assistive technologies like screen readers. All public facing applications, including schedules, Navigo on the desktop and mobile websites, and in Telebus identify buses with the “wheelchair securement with assistance available” feature.

Winnipeg Transit Plus uses CanTalk service to enhance communication with customers. Contact centre staff can access immediate interpretation services for customers who speak French or other languages. This service assists customers and staff with the communication required to request a trip, seek service information and participate in Winnipeg Transit Plus assessment.

3.3.7.4 Fares

In response to previous concerns about inaccessible farebox heights, Transit has adjusted fareboxes as necessary and tested with customers to confirm they are now at accessible heights.

Through the introduction of the Peggo smart card, Transit was able to significantly broaden the options for fare payment to its customers. To ensure broad availability and accessibility to these cards, they can be purchased and re-loaded at any local Shopper’s Drug Mart (33) or 7-11 (147) location, 10 other independent outlets including the Universities of Winnipeg and Manitoba, and Red River College and 3 Transit customer service centres. Once registered cards can also be loaded on-line at <https://efare.winnipegtransit.com/e-Fare/welcome.html>

Council also approved the creation of the WINNpass program to offer individuals with low income an opportunity to purchase adult monthly transit passes at a reduced rate. Applications for this program are accepted at Winnipeg Transit Customer Service Centres and on line at <http://winnpass.winnipeg.ca/>.

3.3.8 Winnipeg Transit Plus

Transit Plus, previously known as Handi-Transit, is a branch of Winnipeg Transit and provides a shared ride, door to door paratransit service within the City of Winnipeg. Transit Plus is a parallel service to conventional transit and provides service to eligible individuals who, because of a disability, are unable to use the conventional transit service some or all of the time. Winnipeg Transit Plus service requires that each person who applies for service qualify through an application, assessment, and approval process. Once approved, customers can request rides.

This service is pre-booked and is administered by Winnipeg Transit. The service uses contracts with private transportation service providers. Drivers physically assist passengers from the ground floor outermost doorway of a pickup location to and from the vehicle, to the ground floor outermost doorway of the destination.

Several barriers were previously identified related to the booking and scheduling technology used in delivering Transit Plus service. These included the need for advanced bookings, reliance on telephone use to book rides, and the potential impact of creating lengthy wait times for pick up and drop off. To address these concerns, a rider portal is being developed to allow customers to schedule their own trips. An automated

notification system will remind customers of their scheduled trip date and time and when their pick-up vehicle is on its way. This system is currently being tested for implementation in fall/winter of 2021.

Concerns were also noted about the service's "No Show Policy" which is outdated and ineffective in managing no shows on the service. Upon the completion of the Transit Master Plan, Winnipeg Transit Plus will be completing a full review of the "No-Show" and cancellation policy.

With the introduction of a web-based scheduling and administration system, RouteMatch all vehicles have been equipped with tablets that provide the drivers with real time updates of information including new trips, cancellations and operational updates. These tablets provide navigation support to drivers to decrease missed rides because of attending to the wrong address. These tablets also provide vehicle locations to be tracked in real time using GPS to support scheduling and dispatching of services.

Future initiatives for Transit Plus include exploring the feasibility of combining trips using modernized On-Request service with paratransit trips under the Family of Services model. This model offers better integration of services allowing customers to transfer seamlessly from Winnipeg Transit Plus vehicles to conventional transit service and back again, based on their abilities. A complete review of its eligibility criteria, which has not been reviewed since 2004 is also planned.

3.3.8.1 Information and Communication

Transit Plus expanded its language services in 2021, adding a new French language option to its contact center phone line and making it possible to request translation services in over 200 different languages/dialects for any call and in-office assessments.

Transit Plus is also inviting customer feedback on current processes and upcoming changes via a brief survey at the end of calls to the Contact Centre.

Transit Plus is also launching a new quarterly newsletter to share information about new initiatives. It will be available in several accessible formats and readers are asked for ideas on content.

3.3.9 Vehicles for Hire (VFH)

Vehicles for hire refers to vehicles that provide private transport or shared transport for a fee and includes services provided by taxis and ridesharing companies. Vehicles for hire play an important role in urban centres like Winnipeg as they provide an option for independent travel for anyone who does not have access to a personal vehicle or is unable to drive themselves. Accessibility within this transportation option depends on accessibility of vehicles and adhering to accessible customer service practices. With the passing of the Local Vehicle for Hire Act in 2017, the Province delegated responsibility for regulating the vehicle for hire industry within Winnipeg to the City of Winnipeg.

To ensure accessibility in the local VFH industry an accessibility surcharge of \$0.07 per trip has been charged to both personal transportation provider dispatchers and to taxi dispatchers to encourage a minimum ratio of accessible vehicles with the fleets of

service providers. Drivers are required to complete and bi-annually refresh accessible customer service training. In December 2018, 60 new accessible taxi licenses were added to increasing the accessible taxi fleet to 120 vehicles. This represents 22% of the overall fleet in the local industry. Council also approved changes to fines under the bylaw related to providing accessible service, to support compliance with accessibility and safety requirements.

Over the past several years, through consultation with accessible service users and accessibility advocacy groups, it has been noted that wait times for accessible trips on average are longer than standard trips, and that the availability of accessible vehicles is less consistent for on-demand service than for standard vehicles. In March 2021, Council approved the implementation of a centralized accessible trip dispatch system, focused enforcement related to accessible service and reimbursement for accessibility training to enhance the availability of accessible vehicles, simplify the booking system, and to balance the use of education, incentives and enforcement to ensure accessibility requirements within the industry are met.

The dispatch system will be able to provide a single access point where users can request wheelchair accessible vehicles. Through this system, requests for service can be allocated to the nearest available vehicle within the industry and customer profile information can be maintained for faster booking and enhanced customer experience.

The Winnipeg Parking Authority which administers the City's VFH activities continues to engage with the accessibility community and the industry on ongoing accessibility improvements within the local VFH service industry.

3.4 Information, Communication and Technology

Information and communication are inherent to all service areas at the City of Winnipeg, whether it is to simply share information with the public, to support an interaction with City services, programs or facilities or to enable and support participation in civic processes.

3.4.1 City websites

The internet has significantly enhanced community members' access to municipal information and services and broadened the availability of options to interact with municipal governments. To ensure that the internet truly enhances accessibility to our municipal information and services, the City's website social media and self-service interactive tools and all on line content and documents need to be accessible.

In 2019, following review of its existing web accessibility, the City launched Confluence, its custom design system based on Web Content Accessibility Guidelines (WCAG) as the roadmap for web updates. The system has a clean, user-focused design using accessible user interface (UI) components combined with user experience (UX) and accessibility guidelines.

Among the pages that have been updated to date are web-pages on COVID-19 information, 311 and city-wide email contact forms, Strategic plans & policies, Snow, Spring cleanup, Flood, Lead in water, Fire bans, Fireworks, Open-air fires, Fire

Prevention Week, WFPS 2020 Strategic Direction, Fleet, Building Energy Disclosure Project, Anti-Racism Week. The majority of Police website has been migrated to design system and the WinnPass application form, Winnipeg Wellness Grant application form and Welcoming Winnipeg applications use the design system.

Efforts are underway to update all City webpages to comply with the new design system to offer a better user experience, with a focus on accessibility and delivering the information and services residents need most. Rewriting and redesigning winnipeg.ca web pages to move to the design system is ongoing.

To ensure awareness and understanding among those responsible for updating to City web-content, all City Web Developers participated in a seminar on Accessible Web Design through an external expert consultant in 2018 and a webinar on the new design system in 2020. A recording of the webinar and a user-friendly manual for implementing the new design system are available as an intentional on-line resource. A new User Interface/User Experience (UI/UX) position was also created and filled in early 2021 with the mandate of providing guidance to departments in adhering to the design system and its user experience and accessibility principles when developing public facing applications.

A web governance review was also completed in 2019 to clarify the needs of a content management system (CMS) for the broad range of service areas and web-based information and interface needs. Simply put, CMS is a software system that allows users across the organization to create, manage and modify website content without the need for specialized technical knowledge. Such a system would ensure that content is consistently update following Confluence, the new web design template that incorporates accessibility standards and that the workflow for the review and approvals of updates are managed for prompt and timely updates to the public. While progress is being made on some of the recommendations from this review, implementation of a new CMS is pending funding.

Several internal website pages have also been updated using the Confluence and contribute positively to increasing accessibility of the City as a workplace. Updated pages include: CityNet homepage, Covid-19 information website, Accessibility website and eDirectory (staff listing).

3.4.2 Accessible Documents

Document accessibility depends on the use of plain and respectful language, visual legibility of print material, proper formatting and structure of electronic document so that they are readable by screen-reader technology, and available in alternate formats (large print, braille). Where information is shared at events or in person or using video, additional formats such as closed captioning or sign language interpretation are important.

It was previously noted that the City lacks policy regarding accessibility of public information and communication, that City documents lack consistent inclusion of the statement that alternate formats are available upon request, and that City document templates need to be reviewed for accessibility.

To date, the City's branded documents, including templates for PowerPoint presentations and letterheads, have been reviewed and updated for accessibility. The review of templates and forms used throughout the organization remains in progress, with a priority focus on those used most frequently. The City's new protocol on accessible customer service reflect staff commitment to achieving information and document accessibility.

To support staff in maintaining accessibility features in documents created with templates and to achieving accessibility in documents that are created without templates, efforts are underway to provide guidance. Over the past 2 years, an Accessibility and Universal Design Page has been added to CityNet, the internal website to provide information and resources for staff across the organization. Among the resources already added is guidance on creating accessible documents, including the use of headings, meaningful hyperlinks, alternate text to images, wise use of tables, use of font, color and contrast, and more. Links to additional resources and online and City offered staff course are also highlighted. Development of additional resources and training will be considered in the next two years.

3.4.2.1 Plain Language

Actions undertaken to support staff in use of plain language in communications and documents includes the following:

- A Writing Style Guide has been prepared and is available as a resource on CityNet;
- There is consistent review of public engagement materials with plain language in mind; and
- Community services recently reviewed terminology used in communications about leisure services to ensure inclusivity and sensitivity to universal access.

3.4.2.2 Legibility and Screen reader compatibility

To support staff in formatting documents for readability, skimming and screen reader compatibility, the following has been done:

- The City's Brand manual has been updated to incorporate accessibility requirements. This includes updates to standard templates for letterheads, PowerPoint presentations, posters and more.
- several tips and resources have been added to the City's internal website on ways to ensure document accessibility. This includes guidance on adding alt text to images and on how to best represent more complex images like maps and graphs; common features in City generated documents.

Efforts are ongoing to review and update other standard templates and commonly used service specific forms and to develop additional training supports to staff on document accessibility.

3.4.2.3 Alternate Formats

To provide alternate formats as needed, departments have started to standardly incorporate an active offer to provide documents in alternate formats, in documents, on webpages and on invitations and notices for public engagement opportunities.

All COVID news conferences are standardly provided with American Sign Language interpreters and closed captioning. All videos produced by the City for publishing on the City's website or social media also standardly incorporate closed captioning.

Efforts are ongoing to develop practices and protocols around this.

3.4.3 Open Data

It was previously noted that the City's electronic data sharing system should be reviewed from an accessibility perspective. City Council approved an Open Data Policy in 2017 to provide a framework to continue to move towards being more open, transparent and accountable. The City's Open Data portal currently hosts 100+ unique datasets in a machine-readable format. Data can be repurposed into any number of website applications, so is inherently formatted to be accessible. Open Data portal hosted by third party Socrata currently meets Web Content Accessibility Guidelines (WCAG) 2.0 accessibility standards.

3.4.4 Customer Interactions

Interactions between the City and residents or users of its facilities and services are varied, yet always include communication and sharing of information.

Previously identified was the lack of clarity among community members about the means for reporting barriers.

It was previously noted that there is a lack of information available on-line about neighbourhood based projects. Information about City-initiated projects is typically provided on departmental webpage. Where public questions are anticipated, a section on Frequently Asked Questions is often provided. For any information, not easily found, 311 is always an option.

3.4.4.1 311

As noted in the introduction of this plan, 311 customer service representatives can be reached in several ways: by telephone, email, submitting an on-line form or by visiting a customer service counter in person. In previous engagement it was noted that for some people the phone remains the only option to reach 311, and that lengthy wait times and the need to navigate complex and multiple step menus in Interactive Voice Response (IVR) systems can pose significant barriers.

Since wait times on the phone are directly related to the number of calls received at a given time, they commonly are impacted by things happening in the community – some of which are predicable (calls related to assessment and taxation or spring related street maintenance) while others are not (unexpected street, building or service closures). A key strategy to reducing wait times is to reduce the overall number of requests made by phone. Over the years, reaching 311 by email, through social media and the on-line portal has become increasingly more convenient and

accessible, and has resulted in the number and share of 311 phone requests significantly decreasing.

In 2020, the City launched a new homepage which features the ability to submit and track 311 service requests. The City's more elaborate 311 page was also updated at that time and is only a single click away from the new home page. Both pages were designed to offer a better user experience, are mobile friendly and meet current accessibility standards. It is believed that 311 requests for information have also reduced because of the increased accessibility of relevant information available on the City's webpages.

311 has also streamlined the telephone IVR system to use a limited menu of most common and well understood topics and service areas. The system offers recorded information after menu selection and allows certain calls to be redirected to reduce the overall number of calls that require in person conversations with an agent. The calls that are re-directed to Telebus, for example represent between 12 and 20% of all telephone calls to 311.

Customer Service agents are well informed about departments and utilize web information to respond to service requests. They also have access to departmental subject matter experts or project officers who can assist with more complex or detailed questions.

3.4.4.2 On-line interface

Departments use their service specific website to share information about their services or projects and to notify the public when accessibility features are temporarily out of order.

Work is underway to develop an Accessible City Services landing page that will provide links to accessibility relevant information for all City facilities, services and programs. Longer term efforts are also underway to explore ways in which the city might be able to provide automatic updates or notifications to individuals who have self-identified City-service related topics of personal interests.

3.4.4.3 Billing, Registrations and Point of Sale

Barriers were previously identified regarding inaccessible formats of utility bills, invoices and in third party software used by various departments to manage sales. To address accessibility challenges related to these, the following has been done:

- In 2017 and in consultation with the Access Advisory committee, the Water and Waste department created a self-service portal for managing utility accounts (billing, meter readings, consumption, etc.). Among other things this portal is screen reader accessible and allows customers to view or print bills in larger formats.
- Customer Service and Finance established a manual process to accommodate requests for large print bills.

- In WFPS, services of an external provider are accessed to provide braille format if required. Finance uses large print standards to convert an invoice to large print on request.
- Libraries offer point-of-sale in-person transactions at facilities, registration centres and through 311.
- Recreation Services offers sales on-line, in-person sales at facilities and by phone through 311.
- Efforts are also underway to provide French translated Leisure Online services

3.4.5 Signage

3.4.5.1 Space Identification and Wayfinding

Signs are way of sharing information with users of a building, space or amenities within. They provide information that helps individuals orient themselves and navigate a space or provide information that is relevant to the safety or mandatory matters within a space or environment. It was previously noted that wayfinding signage at numerous recreational facilities was insufficient to help visitors find their way to building entrances or other on-site destinations. Efforts to address this concern has included the following:

- Improvements to signage at St. James Assiniboine Pool are underway and enhanced wayfinding signage at Pan Am pool is anticipated soon.
- Signage improvements will be made at the Winnipeg Transit Customer Service Centre where Transit Plus assessments are conducted. Changes will address existing visual obstructions and enhance identification of the building and entrance doors.

Improvements to guidance related to wayfinding and interpretive signage will be considered in the upcoming review of the Winnipeg Accessibility Design Standard.

3.4.5.2 Gender inclusion

Pictograms used to identify washrooms have commonly incorporated images representing male and female genders to imply inclusive access. The use of binary gender images is not consistent with the City's commitment to addressing gender diversity within its facilities, services and programs. Since pictograms are an important part of accessible signage, the City is working to make signage more universally applicable to all users and has begun to replace gender referenced images in pictograms with an image of a toilet, shower or coat hanger for example, to reflect the function of a room.

3.4.6 Civic Participation

3.4.6.1 Council and Committee meetings

While City Hall has seen significant accessibility improvements over the years, achieving physical accessibility of the Council Chambers in this 1964 building remains a significant challenge because of its inherent structure. However,

attendance and participation in Council and Committee meetings has been made possible by live streaming, recording and posting meetings online. In response to the COVID pandemic, participation as a delegation at meetings has also now become possible via Zoom. Closed captioning is available for meetings which are shared live on the City website. Live captioning is also provided for Council meetings aired on Shaw television.

To provide American Sign Language interpretation when required, the City enters into annual contracts with a local interpretation service provided. This allows staff throughout the organization to book the service where and when needed. With meeting agendas typically published 4 days prior to meetings, the possibility exists that interpretations services are not available when requested. To address this risk, alternate potential service providers have been identified for staff on the internal accessibility resource page.

Public Hearings for development and rezoning applications have traditionally only been advertised using a poster on the development site. Work is underway to provide on-line information and notifications.

3.4.6.2 Elections

As part of its ongoing commitment to accessible voting, City Clerk's continues to review ballot marking devices to ensure use of the latest and best technology. Training is provided to staff on set-up and use of ballot marking device; braille templates continue to be used at voting locations, and other accommodations continue to be provided to voters on request.

For the 2022 election, training manuals will use plain language and City Clerk's staff will continue to use accessibility criteria when selecting election venues. The election website and associated "Where do I vote?" application will fully use the new web design system with a focus on usability and accessibility.

3.4.6.3 Public Engagement

Public Engagement activities across City departments is supported by the Office of Public Engagement. This consistent resource creates an opportunity to embed accessibility considerations in all the City's public engagement activities. Staff reference the Ontario Municipal Social Services Association Guide to Accessible Public Engagement, provide checklists for planning public engagement activities, support project teams in identifying and securing accessibility resources as needed and ensure that the active offer to provide accommodations upon request is included in all event notifications and invitations.

With interactive public engagement needing to be conducted on-line since the start of the pandemic, the City has consistently offered multiple means for citizen participation. For live engagement events, the City has consistently used Zoom as a platform, as community members have indicated that it is the most accessible option available.

3.5 Employment

When the City's Universal Design Policy was adopted in 2001, it recognized the importance of accessibility in City's buildings and facilities, information and communication not just for the public, but also to address barriers faced by its own workforce. The removal of barriers in Winnipeg's transportation facilities and services contribute to enhanced accessibility of employment within the broader Winnipeg community.

In terms of employment at the City of Winnipeg, there are several recent developments to support employment of persons with disabilities. A Health Resource Framework document has been created to provide an overview of all relevant legislation, policies, principles, and associated protocols and resources intended to support employee health. The framework comprehensively addresses matters of prevention, accommodation and support for recovery, and provides the terms of reference for the Duty to Accommodate based on Human Rights and The Accessibility for Manitobans Act/ Manitoba's Accessibility Standard for Employment legislation. This document will be finalized and posted online for all staff in June 2021.

3.5.1 Recruitment

Efforts to increase opportunities for persons with disabilities to join the City's workforce include the following:

As of March 2020, Employment Equity is a consideration in external recruitments. Top rated candidates whose final scores are within a 5% range and who have voluntarily self-declared as a member of any of the four (4) designated employment equity groups (Woman, Indigenous Person, Visible Minority, Person with a Disability), are considered to be relatively equal and employment equity may be used as the determining factor.

- A comprehensive Equity, Diversity & Inclusion Strategy is being developed to drive actions intended to achieve an inclusive workforce representative of the community it serves;
- Diversity Internship Fund was used for positions in multiple departments this year, and is being used for the new position created – Equity and Diversity Program Coordinator;
- The City is currently exploring ways in which it can increase the positive social and environmental impacts when purchasing goods and services. Opportunities that are being explored include those that promotes local economic development, social enterprises, supplier diversity, living wages, local food and other measures that can improve the health and wellbeing of individuals in historically disadvantaged groups, including persons with disabilities.
- One City, One Process (OCOP) for Job Design and Recruitment; Staffing and Diversity was rolled out with Comp & Class. The Diversity & Recruitment branch oversaw a new city-wide process for all HR departments relating to a standard recruitment process, including planning for a recruitment, screening

and assessing applicants, hiring, and onboarding. The Total Compensation Branch, who is responsible for the overall compensation and job classification ratings within the City, also oversaw this new process and contributed their own process including information on writing and updating job descriptions and job postings. This benefitted the HR community at the City by having a standard practice for all recruitment that allowed everyone to identify and apply appropriate assessment methods for each qualification in the selection process to select a suitable candidate, while also removing barriers to candidates to help them find meaningful employment they are qualified for. Training on this process was provided to all Human Resource Managers, Consultants and Assistant Consultants in September 2019.

- 311: improvements in training and operations by providing the necessary tools that employees with disabilities need, such as Zoom Text. Also accommodate employees with disabilities by creating opportunities for employment.

3.5.2 On the job

The following efforts have been undertaken to remove and avoid barriers in the workplace, specifically as it relates to staffing standards, including those related to reasonable accommodation and return to work:

- New resources have been added to invite and support staff in identifying and addressing barriers they might encounter in emergency procedures (30)
- The role of the Senior Manager Employee Health and Safety Programs includes supporting and promoting an environment that values employees with disabilities by assisting departments to accommodate employees and provide programs and training for staff related to health, wellness, while also promoting inclusivity.
- Creating a Health Resource Program and changing the title of roles within that program (RTW coordinator to Health Resource Specialist), to encompass all aspects of an employee's health and wellness, including reasonable accommodation and early intervention.
- As part of the Health Resource program, a new Coordinator position was created to apply the Reasonable accommodation and the One City, One Process model. This assists by having a consistent /best practice and provides information in a clear and consistent manner for management, staff and employees with disabilities, who may require/request accommodation in the workplace.
- A Case Management process as per Reasonable Accommodation legislation, which includes documentation of reasonable accommodation requests, file management, maintaining confidentiality and making adjustments to the workplace in order to remove barriers for persons with disabilities. Bi- monthly Case Management meetings also occur as part of this process to explore

accommodation options for departments to assist with placements etc. for employees with disabilities.

- Unions have been engaged as a key partner in advancing the goals of creating a workforce that is representative of persons with disabilities. The City will continue to work with the unions to research, create, and implement initiatives and programs to recruit and retain persons with disabilities. For every contract renewal, Equity, Diversity & Inclusion language will be included for further collaboration with the unions on remedial measures.
- Orientation and training are provided to new employees as well as for Supervisors and Human Resource staff regarding reasonable accommodation;
- City employees are provided with resources to assist with mental health and/or physical health related disabilities, and have an employer sponsored Employee and Family Assistance Program.
- The Reasonable Accommodation /Return to Work Administrative Standards have been reviewed and updated into one Accommodation Standard document. A Health Resource Framework document has also been created that outlines this standard in detail; providing additional information about policies, practices, roles /responsibilities, case management, return to work etc., It provides the terms of reference for the Duty to Accommodate based on Human Rights and The Accessibility for Manitobans Act/ Manitoba's Accessibility Standard for Employment legislation. This document will be finalized and posted online for all COW staff in June 2021.
- A Reasonable Accommodation training module for all City employees, at all levels has also been developed and was rolled out in June 2021. This module provides training on accommodation, how to prevent /remove barriers and identify/ implement accommodations in the workplace.
- Mental Health training and resources are also available to all employees, at all levels. The City also participates in mental health week, providing speaker series/resources/training for employees. Also, as part of this training, the City is currently reviewing the National Psychological Health and Safety Standard with plans to finalize a COW Administrative Standard in 2021.

3.6 Overcoming Systemic Barriers

Identifying, addressing and avoiding barriers within City facilities, services and programs requires a good understanding of barriers and disability issues.

3.6.1 Awareness

3.6.1.1 Employees and contract staff

In response to barriers previously identified related to staff awareness and understanding of applying an accessibility lens to the development of policies,

programs and practices include the following activities have taken place and/or will continue to be rolled out:

- the ongoing delivery of mandatory Accessible Customer Service Training to City staff;
- incorporating a requirement in Requests for Proposals for bidders and their subcontractors having completed the provincially required Accessible Customer Service Training
- providing new and growing list of tips and resources on the accessibility resource page on CityNet, the City's internal website;
- periodic reminders about tips and resources are sent via regular internal emails;
- process guidance has been developed and continues to be fine-tuned for considering compliance with universal design policy and WADS. This guidance is expected to get formalized in the City's Project Management Manual;
- continue to develop tools (checklists, etc.) to support staff in addressing and avoiding barriers in decisions and processes;
- updating the accessible built environment course for staff and working with service areas to define most effective means for roll out.

3.6.1.2 Public

Public awareness about the city's accessibility efforts, amenities and services allows individuals to decide where and how to access and use City facilities, services and programs. Public awareness is also important so that accessibility features are used as intended or prioritized for use by those who require them.

Efforts to increase public awareness of accessibility features and services and to enhance public understanding about accessibility services include the following:

- An "accessibility" link to the City's web page that provides consolidated information about accessible services, programs and resources at the City of Winnipeg is provided at the bottom of every City of Winnipeg webpage. Anyone can provide feedback or submit an accessibility-related service request using a form provided on this accessibility page. The goal is to achieve efficient and timely resolution of concerns
- The 2021-2022 Accessibility Plan has been reformatted to present Accessibility efforts in topics that are relevant to how community members interact with the City as participants in programs, consumers of services, users of infrastructure, participants in political processes or as employees or prospective employees of the organization.
- The City has begun using its social media platforms to recognize international, national and provincial accessibility awareness dates. Development of broader communications and social media efforts are underway.

- The City continues to collaborate with the Manitoba Accessibility Office and its community advisory network to develop and coordinate accessibility awareness efforts;
- Enhancements to the City's Accessibility and Universal Design page are in progress to make accessibility information easier to find.

3.6.2 Applying an Accessibility Lens

Previous plans identified barriers to consistently applying an accessibility lens to infrastructure projects, as well as the development of programs, services, strategies and policies. Specific to built environment projects, the inconsistent application of WADS by both City staff and contracted designers was previously identified as a systemic barrier to achieving consistent accessible solutions in City buildings and outdoor settings. While WADS provide for deviations from specific design requirements because of context or existing physical constraints, the onus remains on all project managers or designers to confirm the scope of WADS requirements that are relevant within the scope of a given project and to explicitly work to achieve them. Where compromises are inevitable, a design solution must still aim to achieve universal design to the greatest extent possible.

While awareness raising efforts noted above will help to address this, the following additional initiatives have been undertaken to enhance the City's ability to more consistently and effectively apply an accessibility lens to initiatives:

- The Project Management Manual and Materials Management RFP templates have been updated to identify the requirement for projects to comply with the City's Universal Design Policy and Winnipeg Accessibility Design Standard.
- Additional requirements are being fine-tuned to clarify more explicit process requirements for applying the lens (e.g. more explicit completion and documentation of accessibility assessment relative to project scope, assessment of WADS compliance requirement and early identification of anticipated challenges and proposed solutions, etc.)
- Continuing to work with staff in various service areas to develop and test draft user-friendly Accessibility Design Standard checklists for use in the project design process.
- Continuing to identify sections of WADS that could benefit from additional or enhanced guidance on assessing compliance requirements and practical design solutions to common site or situational constraints to compliance.

3.6.2.1 Lived experience perspective

An essential part of effectively applying an accessibility lens is to seek input from individuals with lived experience. To ensure this experience is reflected in the City's design and construction standards, the WADS was originally developed with participation by persons with disabilities and updates require at minimum, the involvement by the City's advisory committee on accessibility.

To gain the lived experience perspective from persons with disabilities in projects, the Office of Public Engagement encourages project teams to meet with the Accessibility

and Inclusion Subcommittee of the Human Rights Committee of Council to discuss project plans early on, to ensure an accessibility lens is applied to projects before designs are developed. The office also works closely with project managers to identify and reach out to and through disability resource and advocacy groups to identify and reach community members with disabilities for their input on projects.

Winnipeg Transit Plus regularly meets with its Policy Advisory Committee to seek feedback on matters regarding service policies and accessibility issues related to public transportation for individuals with disabilities. Transit Plus also calls for customers to participate in pilot projects, focus groups to capture lived experience perspective on new initiatives to enhance the service.

Additional details about accessible public engagement is located in the next section on representation.

3.6.3 Representation

Representation matters because we all bring different perspectives to the table and those perspectives are informed by our experiences and identities. As such, we must ensure opportunity for participation exists for all in decision making that happens at all levels and in all processes. This means we need to enable and aim to achieve representation in City decision-making on Council, amongst staff, in advisory committees, in public engagement, in public hearings. For more details on efforts related to representation in the workforce, please see the section 3.5 Employment.

3.6.3.1 Voting

To ensure equitable access to voting opportunities, City Clerk's continues to use accessibility criteria to select voting locations and provides advance voting opportunities using mobile teams that visit senior residences, personal care homes, and hospitals across the City. Voters unable to go in person to a voting location may request a Sealed Envelope Ballot and vote by mail.

3.6.3.2 Public hearings, Council and Standing Policy Committee meetings

Public Hearings for development applications may be advertised as little as two weeks in advance of the hearing. The agendas for Council and committee meetings typically get published four business days before meeting dates and members of the public may register to appear as a delegation at meetings up until the day before the meeting. Since the City contracts sign language translation services from an external agency, there is a risk that the City may be unable to deliver on sign language accommodation requests that are received on short notice. Limited available alternatives have been identified for such scenarios. Additional options continue to be explored.

3.6.3.3 Advisory Committees

Membership of Advisory Committees does not always include representation from the disability community. Application forms for membership in committees includes an opportunity for voluntary self-declaration.

3.6.3.4 Public Engagement

An offer to provide alternate formats is included on all promotion of public engagement events or, where space is limited, the material refers to the project webpage which includes the offer to provide alternative formats. The inclusion of such a statement is included on a document review checklist used by public engagement material reviewers.

Transit Plus community outreach events automatically include the use of a sign language interpreter and provide a visual text of the presentation. Support persons and other identified accommodations are provided as possible upon request.

The Office of Public Engagement staff currently use the Ontario Municipal Social Services Association Guide to Accessible Public Engagement to confirm locations engagement technique and information being shared is accessible. They also provide support to project teams in order to ensure accessible resources can be accessed as needed. The newly developed internal Accessibility website provides additional resource that are relevant to accessible documents and public engagement.

The Office of Public Engagement encourages project teams to meet with the Access Advisory Committee to discuss project plans early on to ensure an accessibility lens is applied to projects before designs are developed. To ensure broad representation in public engagement on City projects, the office assists project managers in reaching out to disability resource and advocacy groups and to brainstorm a range of potential subject specific and geography specific stakeholders.

3.6.3.5 Public Office

To eliminate barriers to public office, Councilors' offices, the floor of Council Chambers, committee meeting rooms and associated amenities at City hall have been renewed to remove barriers.

3.6.4 Performance Measurement

A previous plan identified the need to establish a process to monitor and record progress on accessibility improvements.

The City's Accessibility Plan has been re-structured to more explicitly identify where and how accessibility is relevant to City facilities, programs and services and to report on progress within that context. This format sets the stage for stakeholders (member of the public and staff) to confirm what should be measured, and to identify existing and needed data sources. The development of a more robust framework is on-going and has been identified as a priority action for 2021- 2022.

4 Priority Actions for 2021-2022

Several identified barriers – in particular systemic barriers - will require ongoing commitment and actions to achieve incremental progress. While section 3 reports on a range of recent and ongoing actions, the following barriers and associated intended outcomes have been identified for priority action over the next two years. Means for

engaging community members with lived experience will be considered for each and reports on progress will be included in the 2023-24 plan.

4.1 Construction Accommodation (built environment)

Review and adjust as needed, the tools and procedures intended to ensure continuous accessibility accommodation throughout construction projects that impact street rights of ways.

Intended outcome: to maintain accessibility of the public street right of way and transit services to dependably accommodate independent mobility of all community members and to maintain uninterrupted access to transportation, daily destinations and amenities such as employment, services and goods.

4.2 Traffic Signal Post Placement (built environment)

Several recent 311 requests for service received from people who are blind or who have low vision, have reported concerns about street renewal projects relocating signal posts such that they are no longer located within reach from the detectable panel and curb ramp at intersections. Concerns have also been raised by Traffic Signals and Traffic Management staff about the risk of pedestrians being struck by vehicles when waiting within the curb ramp area, especially at intersections that commonly experience rear wheel tracking of larger right-turning vehicles.

Intended outcome: Confirmation of a standard approach to the placement of traffic signals that provides a consistent and meaningful information for all persons, including persons with vision impairments to reducing the risk of being struck by moving vehicles, while maintaining accessibility and compliance with the Manual of Uniform Traffic Control Devices of Canada.

4.3 Accessibility webpage (information and communication)

Upgrade and expand the content on the City's webpage on Accessibility and Universal Design.

Intended outcome: Clearer on-line entry point into the organization on all matters related to accessibility, including a more intuitive place to submit info on existing barriers.

4.4 Increase Awareness and Education Efforts (systemic)

Develop a more proactive approach to building staff and public awareness of local accessibility issues and solutions and to support staff in consistently adhering to principles of universal design in their work.

Intended outcome: Enhanced proactive consideration of accessibility by staff in City initiatives and service delivery, and enhanced opportunities for the community and City to collaborate maximizing accessibility within the community.

4.5 Winnipeg Accessibility Design Standard (WADS) update (systemic)

Review and update WADS to ensure specific design standards are updated as needed to address best practices and emerging community needs, to enhance clarity of applicability and definitions where needed, and to reformat content for greater user-friendliness for designers and project managers.

Intended outcome: A design standard that addresses local accessibility needs and is well understood and easily referenced in project design and implementation.

4.6 WADS checklist (systemic)

Work with project managers in distinct service areas to develop subject or facility specific checklists and/or other tools to effectively increase understanding and ease of achieving WADS compliance in projects.

Intended outcome: More consistent compliance with WADS will enhance overall accessibility of the City's facilities and built environments.

4.7 Performance Measurement (systemic)

This initiative will involve engaging stakeholders to confirm the scope of factors that need to be monitored to assess the accessibility of City facilities, programs and services to members of the public, the identification of associated data and the means to collecting it, and the development of a more robust performance measurement framework.

Intended outcome: A framework that will allow us to more meaningfully track progress on barrier removal within and accessibility of City facilities, programs and services. This will support the evaluation and strategic prioritization of actions into the future.

4.8 Lived experience inputs (systemic)

Identify the common types of decisions that should seek more explicit input from persons with lived disability experience and explore options for and means to achieving these.

Intended outcome: increased likelihood that decisions made reflect the local needs of persons with disabilities within the City's facilities, programs and services.

5 Conclusion

The City of Winnipeg is committed to Universal Design and Accessibility. We are committed to doing all we are able to within the City's jurisdictions to identify, remove and avoid barriers. so that community members and visitors have equitable access to places, services, programs and opportunities that allow them to live prosperous and independent lives.

This plan provides an overview of our commitment to accessibility across our many service areas, acknowledges the barriers that have been identified, and reports on completed and ongoing efforts to address identified barriers. Finally, it also reports on the ways in which we intend to continue to identify and address any new barriers and on how we continue to avoid new barriers.

We are hopeful that the information contained in this plan will prompt staff, community members and other users of our infrastructure, services and programs to help us in this ongoing work.

6 Your feedback

As we continue our work to identify, remove and avoid barriers, we want to hear from you with feedback and suggestions. Contact accessibility@winnipeg.ca or call 311.

7 Appendices

7.1 Report on 311 accessibility requests

| Accessibility Report Type | 2019 | 2020 |
|--|------|------|
| Community Services – Rec Facility Report | 1 | 0 |
| Winnipeg Parking Authority – Accessibility On-Street Parking Pilot Survey | 1 | 0 |
| Winnipeg Parking Authority – Accessibility Loading Zone Sign Install Request | 7 | 54 |
| Winnipeg Parking Authority – Inquires/Complaints Reporting - <i>related to accessibility Issues - office on-street parking, website, procedures</i> | 10 | 11 |
| Winnipeg Parking Authority – Surface Lot/Parkade Report | 0 | 1 |
| PPD – Building Services – Accessibility Inquiry/Complaints/Requests | 26 | 7 |
| Public Works – Boulevard/Excavation Report | 13 | 16 |
| Public Works – Capital Projects Report - <i>closures, barricades, safety concerns</i> | 20 | 17 |
| Public Works – Boulevard Repair Report | 9 | 19 |
| Public Works – Pathways and Trails Report - <i>snow, mud, ice, damage, other accessibility issues</i> | 21 | 29 |
| Public Works – Playgrounds/Equipment Report | 2 | 3 |
| Public Works – Accessibility Snow Pathway Clearing Missed Report | 4 | 28 |
| Public Works and Water and Waste – Frozen or Plugged Catch Basins - <i>flooding or ice/slippery on sidewalks or pedestrian right of ways</i> | 17 | 18 |
| Public Works – Gravel Streets/Lanes Reports | 4 | 2 |
| Public Works – Object on Right of Way (<i>left by private citizen, company, other</i>) | 0 | 3 |
| Public Works – Paved Streets/Lanes Report | 51 | 33 |
| Public Works – Sidewalk Repair Report | 418 | 354 |

| Accessibility Report Type | 2019 | 2020 |
|--|-------------|-------------|
| Public Works – Sidewalk Snow/Ice Removal Report | 283 | 149 |
| Public Works – Pedestrian Corridor/Traffic Controls Report - <i>audible sounds, button accessibility</i> | 30 | 33 |
| Transit – Bus Stop Areas – Accessibility or Safety Concern | 23 | 13 |
| Transit – Bus Stop Areas – Snow/Ice Report | 34 | 10 |
| Transit – Operator Report - <i>Didn't lower bus, ramp, pull up in front of visually impaired, passed by</i> | 16 | 16 |
| Transit – Routes/Schedules Report - <i>Moved without notice, request additional stops, route changes</i> | 4 | 7 |
| Water and Waste – Sewer Repair – Sidewalk/Street | 5 | 5 |
| Water and Waste – Excavation/Watermain/Repair – Sidewalk/Street | 67 | 48 |
| Total: | 1066 | 876 |

Note:

All potholes, street, lane and boulevard repair reports could be considered a trip hazard or safety concern. As such, reports included in the above are only related to streets, lanes, or boulevards where location is at intersection, near bus stop, in front of a business, approach to a park, public site, no sidewalk or other - where it is reasonable to expect pedestrian traffic. Also included is reports where the caller specifically indicated the concern is affecting themselves or others due to their disability/accessibility

Missed snow removal for front approaches was not included, as all reports indicated access issues – not always specific to person with accessibility concerns.

7.2 Executive Summary: Achievements and ongoing efforts

7.2.1 Built environment

7.2.1.1 Buildings

| Topic/ building type | achievement | Next steps/ongoing |
|--------------------------------|---|---|
| buildings | Barrier removal through renovation project; Barrier avoidance in new construction | Develop strategic to assess for and address barriers. |
| Gender-Inclusive Design | Establish gender neutral washrooms and changerooms in renovations and new construction | Develop gender inclusive design policy and guidance. |
| Scent free buildings | City buildings declared scent-free workplaces. | Ongoing efforts to ensure awareness. |
| City Hall | Various; entrances, washrooms, elevators, Emergency Operations Centre, Media Centre, Councillors' offices | Council chambers, pending budget availability |
| Community Centers | Various; main entrances, ramps, washrooms, changerooms | Ongoing through renovations |
| Fire Paramedic Facilities | Various | Ongoing through renovations and new construction |
| Libraries | Various locations; entrances, lifts, washrooms | Ongoing through renovations and new construction |
| Pools | Various; improvements to changeroom, washrooms, pool access | Ongoing through renovations |
| Public Service counters | Various locations | As needed, through renovations |
| Recreation and Leisure Centres | Various; changeroom, washrooms; fitness equipment | Ongoing through renovations |

7.2.1.2 Outdoor Spaces

| Space type | achievements | Next step/ongoing |
|--------------|--|--|
| Golf courses | Club house washrooms at Kildonan Park | Addition of Universal Toilet Room at Kildonan Park |
| Parks | Various; pathway improvements, bench additions, washrooms | Ongoing |
| Playgrounds | Various; accessible paths to seating, transfer stations, tactile amenities, accessible swing seats | Ongoing through renewals |

7.2.2 Transportation Infrastructure

7.2.2.1 Sidewalks

| facility type/attribute | achievements | Next step/ongoing |
|----------------------------------|--|--|
| Sidewalks: Smooth, solid surface | Various locations | Ongoing through street renewal projects and spot fixes in response to 311 requests for service |
| Sidewalks: Detectable edge | Added in street renewal projects; exploring material options in consultation with community | Ongoing exploration of material options |
| Sidewalks: Protruding objects | Various; avoiding barriers through review of development, response to staff and public notifications | Ongoing; review of street renewal and development, response to internal and 311 requests for service |

7.2.2.2 Intersections

| facility type/attribute | achievements | Next step/ongoing |
|---|------------------------------|--|
| Intersections: Curb ramps | Various | Ongoing through new construction and street renewals |
| Intersections: Yellow detectable panels | Testing of cast iron product | Ongoing installation and replacement as need |

| facility type/attribute | achievements | Next step/ongoing |
|---|---|---|
| Intersections: Audible Pedestrian Signals (APS) | Installation at all signalized locations completed | Ongoing response to location specific 311 requests for services |
| Intersections: Pedestrian Countdown Signals (PCS) | Installation at all signalized locations completed by end of 2021 | Ongoing response to location specific 311 requests for services |
| Intersections: Crossing time and distance | Updated standards to increase crossing time | Ongoing response to location specific 311 requests for services |

7.2.2.3 Pedestrian and Cycling networks and maintenance

| facility type/attribute | achievements | Next step/ongoing |
|--|--|---|
| Cycling network and facilities | Various; expansion of network of protected bike routes, various techniques to manage interactions between pedestrians and cyclists | Formalization of standard design details; explore ways to enhance accessibility of network and facilities, etc. |
| Pedestrian and Cycling Accommodation during construction | Various; update to Manual of Temporary Traffic Control | Develop tools to support compliance with Manual; response to 311 requests for service |
| Sidewalk and Pathway maintenance | Policy to identify priority areas and protocols; enhanced priorities for sidewalks and cycling routes | Ongoing efforts to maintain service standards, response to 311 service requests |

7.2.2.4 Parking

| facility type/attribute | achievements | Next step/ongoing |
|----------------------------|---|--|
| Parking: Accessible stalls | Zoning by-law, route optimization software to track/respond | Review Parking by-law, explore additional means for enhanced enforcement |

| facility type/attribute | achievements | Next step/ongoing |
|---|--------------|-------------------|
| Parking: pay stations and payment options | Various | |

7.2.2.5 Transit

| facility type/attribute | achievements | Next step/ongoing |
|---------------------------------------|---|---|
| Transit: Bus Stops | Funding established to address deficiencies; review of stops completed in master plan development | Ongoing removal of deficiencies |
| Transit: Buses | Various: 100% low floor, kneeling vehicles; space to secure mobility aids | Ongoing maintenance of accessibility features |
| Transit Plus: Customer Service Centre | Building entrance | Improved site wayfinding and entrance identification signage |
| Transit Plus Vehicles | Vehicles with lifts added to fleet | Ongoing efforts to maintain fleet that offers amenities required by customers |

7.2.3 Deliver of Service and Programs

| Service Area/Topic | achievements | Next step/ongoing |
|--|---|---|
| Emergency response | Adopted practices to minimize need to separate patients from mobility devices, service animals and family members/support persons | Ongoing delivery of practices |
| Garbage, recycling and yard waste collection | Offer walk up collection services | Ongoing delivery of service |
| Libraries | Various service delivery options, various accessible formats and technologies | Ongoing exploration of emerging best practices and response to customer |

| Service Area/Topic | achievements | Next step/ongoing |
|---|---|---|
| | | feedback and service requests |
| Parking | Signage enhancement explored | Implementing enhanced signage pilot project |
| Fire & life safety education | Documents provided in accessible formats upon request | Ongoing accommodation as needed for site visits |
| Recreation Programs | Availability of attendant services and sign language; provision of accessibility focused programs | Ongoing delivery |
| Transit: buses and service delivery | Driver training on boarding, existing, securing mobility aids | Improvements related to anticipated AMA transportation standard, including priority seating, implementation of improvements associated with adopted Master Plan |
| Transit: information and communication | Multiple format of schedule and service information | Adding accessibility features to desktop and mobile websites |
| Transit: Fares | Multiple fare payment options, WINNpass (reduced cost bus pass) | Implementation of WINNpass |
| Transit Plus | Introduced web-based scheduling and administration system; driver navigational supports, vehicle real time tracking | Implementation of ride booking portal, automated notification system; review of “no-show” and cancellation policy, review of eligibility criteria, family of service model (explore links/integration of on-request services and paratransit trips) |
| Transit Plus: Information and Communication | Expanded language services for calls and in-office assessments | Quarterly newsletter, Administering client survey through contact centre call line |

| Service Area/Topic | achievements | Next step/ongoing |
|-------------------------|---|--|
| Vehicles for Hire (VFH) | accessibility surcharge to encourage availability of accessible vehicles and secure resources for accessibility improvements, driver accessibility training | Implement centralized accessibility trip dispatch system, ongoing engagement on accessory improvements |

7.2.4 Information and Communication

| Topic | achievements | Next step/ongoing |
|--|--|--|
| websites | Launched WCAG compliant design system and road map for web update; began updating pages using new system; training and resources for staff updating websites, clarified need for content management system (CMS) | Ongoing update of web content to new design system; implementation of CMS is pending funding |
| Accessible documents | Branded document templates updated for accessibility; internal guidance/resources available | Ongoing review and update of templates and forms; additional staff supports being explored |
| Accessible documents: plain language | Writing style guide resource for staff, standard review of public engagement material, conducted plain language review of Leisure Guide | Ongoing commitment to review |
| Accessible Documents: legibility and screen reader compatibility | Brand manual updated to incorporate features in commonly used document templates; tips and resources for staff provided on internal website | Ongoing review of templates and forms; exploration of additional staff supports |
| Accessible documents: alternate formats | Standard offer to provide alternate formats; standard inclusion of ASL in COVID news conferences; standard incorporation of closed captioning in videos intended for website or social media | Ongoing delivery on requests for alternate formats; ongoing efforts to develop practices and protocols |

| Topic | achievements | Next step/ongoing |
|---|---|---|
| Open Data | Data sets available in machine-readable format; portal meets WCAG 2.0 | Ongoing commitment to inherently accessible format |
| Customer Interactions: 311 | Enhanced accessibility of on-line interface; efforts to reduce demand on phone service to reduce wait times, streamlined IVR system to simplify menus | Enhancing availability of access relevant information as a resource to 311 operators. |
| Customer Interactions: on-line interface | Department specific info available on departmental webpages | Ongoing improvement to service specific accessibility content; enhanced landing page on accessibility; longer term exploration of providing automatic updates/notifications |
| Customer Interactions: Billing, registrations and Point of sale | Various service area system updates; individual accommodations provided based on identified need | continue to provide accommodation as needed, ensure accessibility in new equipment/system purchases |
| Signage: space identification and wayfinding | St. James Assiniboia Pool | Anticipated locations: Pan Am Pool, Transit Plus Assessment facility / Transit Customer Service center at 414 Osborne St. |
| Signage: gender inclusion | Started replacing gender specific symbols with toilet/hanger symbols to signify gender inclusive washrooms/changerooms | Continued efforts to replace signage in city facilities |

| Topic | achievements | Next step/ongoing |
|---|---|---|
| Civic Participation: Council and committee meetings | live streaming, recording and posting meetings online; participation in meetings through Zoom; captioning included in meetings streamed live on city website and in council meetings aired on Shaw; ASL interpretation available upon request | Developing on-line info and notifications for public hearings |
| Civic Participation: Elections | Staff training on set up and use of marking device; availability and use of braille template at voting locations; | On-going review of new voting technology; ongoing provision of accommodations as requested; plain language training manuals for 2022 election; accessibility criteria for voting site selection; election website and “where do I vote” app will comply with WCAG |
| Civic Participation: Public Engagement | Consistent planning guidance through OPE; standard use of accessible engagement resources; standard offer to accommodate in invitations and advertisements; multiple means for engagement; consistent use of Zoom platform | Additional resources in development; ongoing provision of supports |

7.2.5 Employment

| Topic | achievements | Next step/ongoing |
|-------------|---|---|
| Recruitment | Equity, Diversity & Inclusion Strategy in development Diversity Internship Fund used to create new positions One City, One Process (OCOP) for Job Design and Recruitment; Staffing and Diversity was rolled out | Exploring ways to increase the positive social and environmental impacts when purchasing goods and services |

| Topic | achievements | Next step/ongoing |
|------------|---|---|
| | Accessibility features added to tools used by 311 staff | |
| On the Job | <p>New resources to support emergency evacuation planning</p> <p>Established Health Resource Program to address all aspects of employee health and wellness, including reasonable accommodation, early intervention</p> <p>Deliver Case Management process as per Reasonable Accommodation legislation</p> <p>Engaged union as key partner in advancing the goals of creating a workforce that is representative of persons with disabilities</p> <p>Orientation and training provided to new employees, supervisors and HR staff on reasonable accommodation</p> <p>Reasonable Accommodation /Return to Work Administrative Standards updated, consolidated</p> <p>Health Resource Framework document created</p> <p>Mental Health training and resources available to all employees</p> <p>Participate in mental health week, speaker series/resources/training for employees</p> | Reviewing National Psychological Health and Safety Standard with plans to finalize an Administrative Standard in 2021 |

7.2.6 Overcoming Systemic Barriers

| Topic | achievements | Next step/ongoing |
|---|--|--|
| Awareness: Employees and Contract Staff | Staff training on accessible customer service; requiring proof of completed training in RFPs; provision of on-line tips and resources for staff; periodic internal communications | Finalizing process guidance for UD policy and WADS compliance; development of additional tools and resources |
| Awareness: Public | Accessibility link at bottom of all city webpages; reformatting of Access Plan; use of social media platforms to participate in Awareness raising campaigns; collaboration with MAO and others | Improvements to Accessibility ad universal Design webpage |
| Applying Accessibility Lens | Project Management manual and RFP templates updated; | Fine-tuning articulated process requirements; develop and test WADS checklist, update WADS |
| Lived Experience Perspective | Outreach to individuals and organization in public engagement; consultation with Accessibility and Inclusion Subcommittee | Seek community input to develop strategic approach |
| Representation: Voting | Access criteria for site selection; advance voting via mobile teams; vote by mail upon request | Continued commitment to note practices |
| Representation: Public Hearings | ASL and other accommodations provided upon request | Continue to explore options |
| Representation: Advisory Committees | Committee application processes include invitations to self-declare | |
| Representation: Public Engagement | Access criteria used for site selection; guidance used to confirm engagement techniques and materials | |

| Topic | achievements | Next step/ongoing |
|----------------------------------|--|--------------------------------------|
| Representation: Public Office | Councilors' offices, floor of Council Chambers, committee meeting rooms are accessible | |
| Performance Measurement | Access Plan structured to provide framework of City facilities, programs and services | Developing framework for measurement |