

City of Edmonton

Edmonton

2021-2022 Progress Report

Corporate Accessibility Plan

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LAND ACKNOWLEDGEMENT

The City of Edmonton acknowledges the traditional land on which we reside is in Treaty Six Territory. We would like to thank the diverse Indigenous Peoples whose ancestors' footsteps have marked this territory for centuries, such as nêhiyaw (Cree), Dené, Anishinaabe (Saulteaux), Nakota Isga (Nakota Sioux), and Niitsitapi (Blackfoot) peoples. We also acknowledge this as the Métis' homeland and the home of one of the largest communities of Inuit south of the 60th parallel. It is a welcoming place for all peoples who come from around the world to share Edmonton as a home. Together we call upon all of our collective, honoured traditions and spirits to work in building a great city for today and future generations.

~source: [City of Edmonton Indigenous Framework](#)



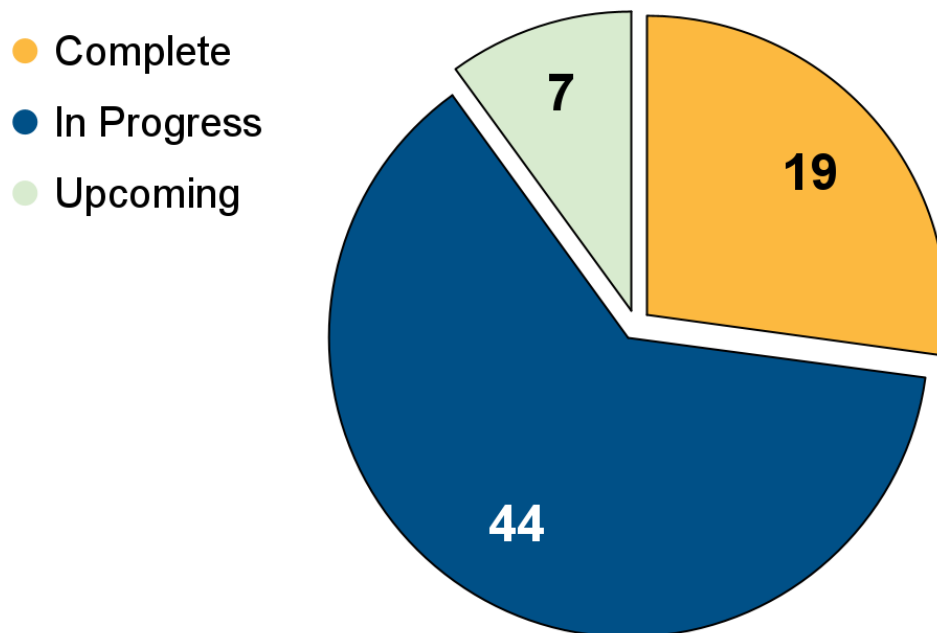
INTRODUCTION

The City of Edmonton published its first three-year **Corporate Accessibility Plan** in 2021. The Plan includes **64 accessibility actions and six supporting actions** which were developed by all seven City departments and the Corporate Accessibility Committee. The actions support the City's commitment to making Edmonton a more accessible City for all. They are planned to be implemented over three years (**July 2021 to June 2024**).

Progress is tracked and reported for each action, including the supporting actions. This document shows the work done in the 70 accessibility actions from July, 2021 to June, 2022.

PROGRESS SUMMARY

Out of the 70 actions, 19 are complete and 44 are in progress. Implementation of the remaining seven actions are planned to start in the coming months.

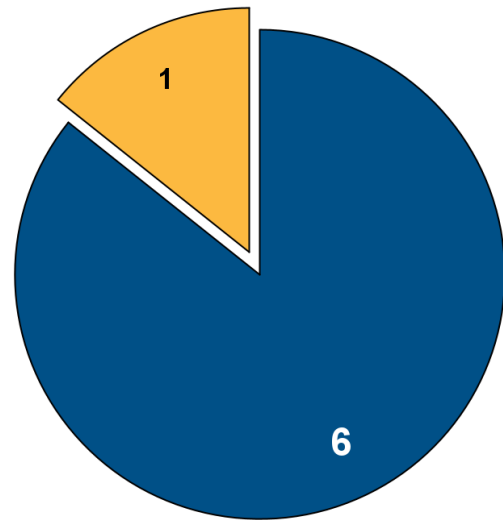


ACTIONS IMPLEMENTATION STATUS UPDATE

Corporate Actions

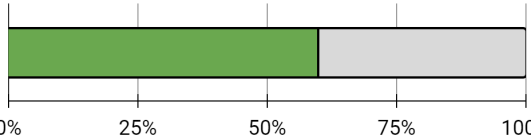
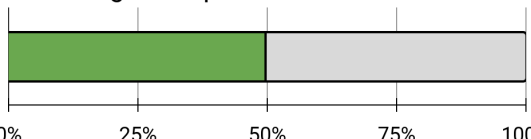
Out of the six Corporate Actions led by the Corporate Accessibility Working Committee, six are in progress. One action is being done through activities led by the Communications and Engagement Department. See page 17.

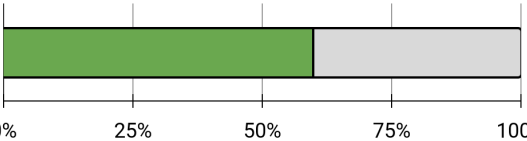
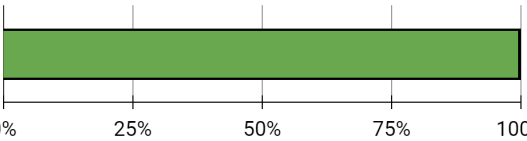
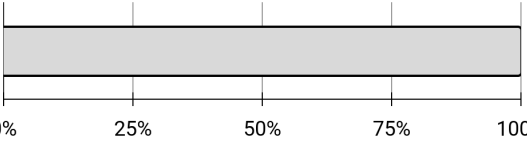
The following table describes what has been done on the Corporate Actions in the first year of the Plan.

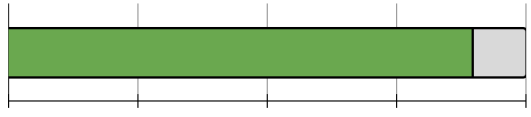
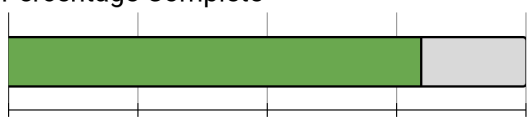


● In progress ● Complete

Action	What we did so far
1. Promote awareness on accessibility within the City of Edmonton organization and create a culture of acceptance and inclusion.	<p>Action in progress</p> <p>Forty-five presentations were made to City staff across all departments to build awareness of disabilities and promote the importance of accessibility.</p> <p>A “Why accessibility matters” video was created featuring the City Manager and City staff with disabilities. The video was shared with all staff and is also included in the internal accessibility web page.</p> <p>Speaker sessions were organized for City staff to learn from people with disabilities about how accessibility barriers affect their lives.</p>

	<p>Percentage Complete</p>  <p>A horizontal progress bar with a scale from 0% to 100% in 25% increments. The bar is filled with green up to the 60% mark, and the remaining 40% is grey.</p>
<p>2. Promote awareness of the duty to accommodate under human rights legislation and related guidelines that City staff must consider when assessing accommodation options for members of the public.</p>	<p>Action in progress</p> <p>A Public Accommodations Framework tool is being created to guide City staff who assess and manage accommodations requests from the public. The tool will create awareness of the City's duty to accommodate members of the public in line with human rights legislation.</p> <p>Percentage Complete</p>  <p>A horizontal progress bar with a scale from 0% to 100% in 25% increments. The bar is filled with green up to the 50% mark, and the remaining 50% is grey.</p>
<p>3. Promote corporate disability and accessibility awareness training.</p>	<p>Action in progress</p> <p>Nearly 700 City staff have completed the City's accessibility awareness training. Promotion of the e-learning training is ongoing through staff newsletters, communication from leadership, mentions at team meetings, and promotional emails about training available to staff. Edmonton Public Library has made the e-learning module available to its</p>

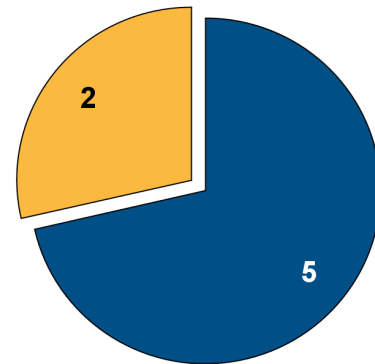
	<p>staff as well.</p> <p>Percentage Complete</p>  <p>0% 25% 50% 75% 100%</p>
<p>4. Increase representation of people with disabilities in City publicity / communication materials.</p>	<p>Action complete</p> <p>This action is being implemented through work led by the Communications and Engagement Department. See page 17. The Corporate Accessibility Working Committee will continue to support the work as needed.</p> <p>Percentage Complete</p>  <p>0% 25% 50% 75% 100%</p>
<p>5. Assess whether annual corporate accessibility funding is sufficient to support required accessibility improvements and develop a business case for increased funding, if required.</p>	<p>Action not started</p> <p>Work on this action will start in September 2022.</p> <p>Percentage Complete</p>  <p>0% 25% 50% 75% 100%</p>
<p>6. Develop an evaluation tool to monitor progress and measure the success of the Policy implementation.</p>	<p>Action in progress</p> <p>A draft evaluation tool has been created to measure the success of the Accessibility Policy and Action Plan.</p>

	<p>Percentage Complete</p>  <p>0% 25% 50% 75% 100%</p>
<p>7. Research how people who are Deaf or hard of hearing experience City of Edmonton recreation programs in order to inform a prototype for a communication services fund (i.e. ASL/CART).</p>	<p>Action in progress</p> <p><u>The Accessible Communications Services Pilot Project</u> started in April 2022. The project is testing a new process for the City to receive and assess requests from members of the public who are Deaf or hard of hearing to make accessible communication services (e.g. ASL interpreters, CART) available to them when participating in registered City recreation programs.</p> <p>Percentage Complete</p>  <p>0% 25% 50% 75% 100%</p>

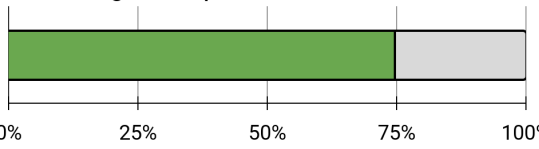
Community Services

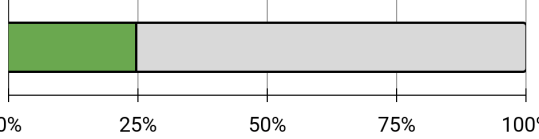
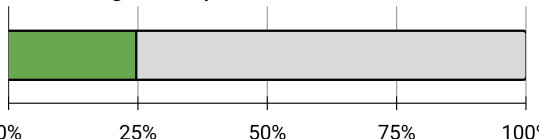
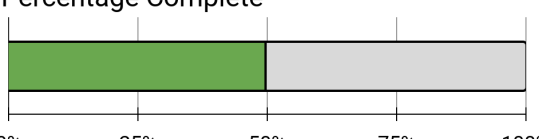
Five of seven actions identified by the Community Services Department are in progress, and two are complete.

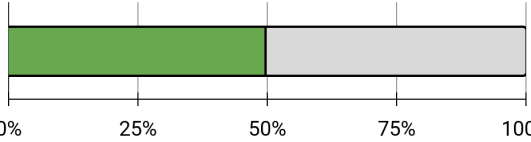
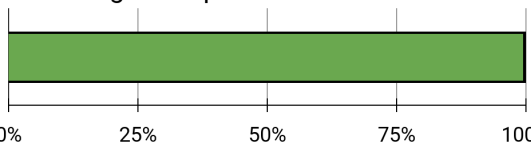
The following table describes what has been done on actions led by the Department in the first year of the Plan.

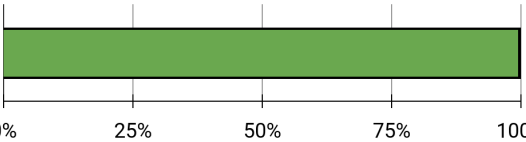


● In progress ● Complete

Action	What we did so far
<p>1. Review existing recreation publications, programs, and supports to assess how accessibility is included (examples include Rec Facility Guides, Leisure Access Program, etc.).</p>	<p>Action in progress</p> <p>The Accessibility of Facilities web pages have been updated. Following this work, other activities will be included in the Communications and Engagement Department Action Plan.</p> <p>Percentage Complete</p>  <p>0% 25% 50% 75% 100%</p>
<p>2. Engage the Interagency Committee on Inclusive Recreation to consider the possibility of expanding their scope to address general accessibility issues, programs, services and potential partnerships. Strengthen the relationship with the City of Edmonton, Accessibility Advisory</p>	<p>Action in progress</p> <p>Community Services staff met with several local groups that serve people with disabilities to discuss the future direction of the Interagency Committee on Inclusive Recreation. The groups included the Edmonton Sport Council, The Steadward Centre, and the Inclusive Sport and Recreation Committee.</p>

<p>Committee.</p>	<p>The City has also joined the Alberta Ability Network as a stakeholder member. In fall 2022, the Interagency Committee will discuss whether or not to expand the scope of their work.</p> <p>Percentage Complete</p>  <p>A horizontal progress bar with a scale from 0% to 100% in 25% increments. The bar is filled with green up to the 25% mark, and the remaining 75% is grey.</p>
<p>3. Explore accessible programs that could be done in partnership with community organizations serving people with disabilities.</p>	<p>Action in progress</p> <p>Community Services staff in Partnerships and Events Strategy are reviewing and developing opportunities for partnerships.</p> <p>Percentage Complete</p>  <p>A horizontal progress bar with a scale from 0% to 100% in 25% increments. The bar is filled with green up to the 25% mark, and the remaining 75% is grey.</p>
<p>4. Update the Measuring Up Edmonton Initiative to current standards and best practices and promote awareness.</p>	<p>Action in progress</p> <p>The Measuring Up Resource Guide and Toolkit resources are being updated and will be available by the end of this three year plan.</p> <p>Percentage Complete</p>  <p>A horizontal progress bar with a scale from 0% to 100% in 25% increments. The bar is filled with green up to the 50% mark, and the remaining 50% is grey.</p>
<p>5. Explore policy changes that would prioritize accessibility on</p>	<p>Action in progress</p> <p>Connected with Waste Management</p>

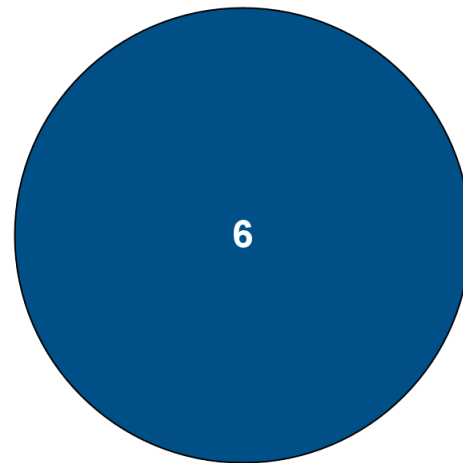
<p>city streets and sidewalks.</p>	<p>to assess any findings or discoveries with enhanced level of service provided for individuals with low mobility in residential locations. Review the Snow and Ice Control initiative for residential street clearing (Phase 1 & 2). Explored and presented options to Parks and Roads Services for the Snow & Ice Control - Programmed Approach for the 2022-2023 Winter Season report (# CO01277).</p> <p>Percentage Complete</p>  <p>A horizontal progress bar chart showing 50% completion. The bar is divided into a green section (0% to 50%) and a grey section (50% to 100%). The x-axis is labeled with 0%, 25%, 50%, 75%, and 100%.</p>
<p>6. Collaborate with Integrated Infrastructure Services in assessing current state and informing prioritization of accessibility improvements of City owned and operated facilities, streets, open spaces and other City owned and operated, publicly accessible locations.</p>	<p>Action completed</p> <p>Created prioritization criteria and completed prioritization. The City of Edmonton audit tool was also refined. Community Services will continue to support the Integrated Infrastructure Services Department in completing accessibility Audits.</p> <p>Percentage Complete</p>  <p>A horizontal progress bar chart showing 100% completion. The bar is entirely green. The x-axis is labeled with 0%, 25%, 50%, 75%, and 100%.</p>

<p>7. Establish a list of accessible City of Edmonton services and programs to be included on a centralized City website.</p>	<p>Action completed</p> <p>Identified gaps and supported the Communications and Engagement Department to update edmonton.ca/accessibility. Will continue to provide support to Communications.</p> <p>Percentage Complete</p>  <table border="1"><thead><tr><th>Percentage Complete</th></tr></thead><tbody><tr><td>0%</td></tr><tr><td>25%</td></tr><tr><td>50%</td></tr><tr><td>75%</td></tr><tr><td>100%</td></tr></tbody></table>	Percentage Complete	0%	25%	50%	75%	100%
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City Operations

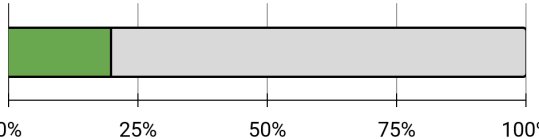
City Operations identified six actions. These are high-level goals with multiple activities used to achieve each goal. All the actions are in progress.

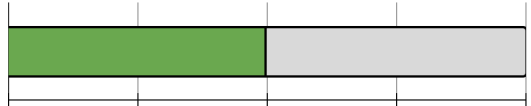
The following table describes what has been done on actions led by the City Operations Department in the first year of the Plan.

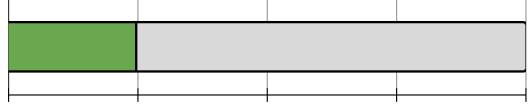


● In progress

Action	What we did so far
<p>1. Improve inclusion and consultation with people with lived experience with disabilities when making changes, developing programs and services, acquiring assets for public use and designing infrastructure.</p>	<p>Action in progress</p> <p>A project team has been established to develop a plan to create transit user panels for transit vehicle accessibility. Transit users with disabilities will be engaged as panel members to provide their feedback and perspectives about transit vehicle features and elements that impact user accessibility. Panel feedback will be used to inform decisions around potential purchasing and retrofitting of transit vehicles. A pilot is planned for 2023.</p> <p>Percentage Complete</p>

<p>2. Improve customer service by providing enhanced training to staff around accessibility and best practices when serving people with disabilities.</p>	<p>Action in progress</p> <p>The City's Accessibility Awareness e-learning training was promoted in all areas of City Operations.</p> <p>Research has been undertaken looking at customized customer service training focused on disability awareness for front line staff.</p> <p>Percentage Complete</p>  <p>0% 25% 50% 75% 100%</p>
<p>3. Implement continuous improvement to infrastructure projects to ensure the built environment meets the needs of people with disabilities.</p>	<p>Action in progress</p> <p>Accessible infrastructure audit tools have been created and a Co-Op student will be hired to perform accessibility audits on City Operations infrastructure that are used by the public.</p> <p>Percentage Complete</p>  <p>0% 25% 50% 75% 100%</p>
<p>4. Explore ways to address challenges faced by people with disabilities posed by living in a Winter City.</p>	<p>Action in progress</p> <p>Funding has been approved to expand resources for snow and ice removal in 2022, which will help with increased clearing of curb cuts and windrows. Program enhancements</p>

	<p>will be presented for consideration as part of the 2023 - 2026 capital budget process that may include expanded snow and ice removal resources, targeted service to make pathways more accessible, and expansion of the Snow-to-Go program which will help facilitate residential snow removal through Community League grants.</p> <p>Percentage Complete</p>  <p>A horizontal progress bar with a scale from 0% to 100% in 25% increments. The bar is divided into two sections: a green section representing 50% completion and a grey section representing the remaining 50%.</p>
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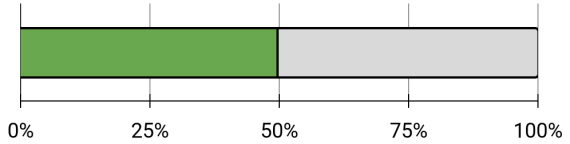
<p>5. Implement continuous improvement to accessibility of public transit services.</p>	<p>Action in progress</p> <p>In-person transit travel training offered through the ETS Mobility Choices program has resumed and the ETS Seniors on the Go summer program was reopened for 2022.</p> <p>Service model enhancements to the Dedicated Accessible Transit Service (DATS) have resulted in sustained ability to accommodate all pre-booked trip requests.</p> <p>Percentage Complete</p>  <p>A horizontal progress bar with a scale from 0% to 100% in 25% increments. The bar is divided into two sections: a green section representing 25% completion and a grey section representing the remaining 75%.</p>
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6. Expand on initiatives to enhance the accessibility of the City's waste collection program.

Action in progress

Promotional efforts helped expand the utilization of the assisted waste collection by 265% over the course of the year. Additional efforts are underway to help cross-promote this program with other community initiatives such as the **Snow-to-Go** program.

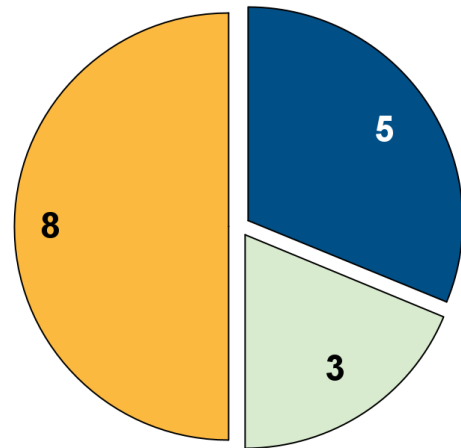
Percentage Complete



Communications and Engagement

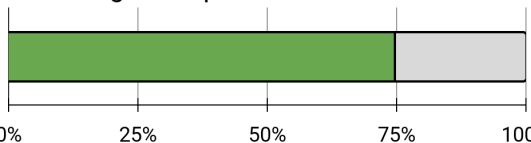
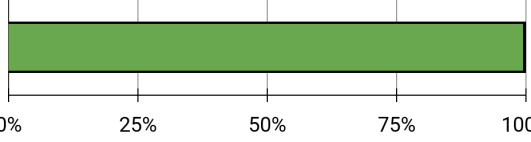
Communications and Engagement has identified sixteen actions. Eight actions are complete, five are underway and three actions planned to start later in 2022.

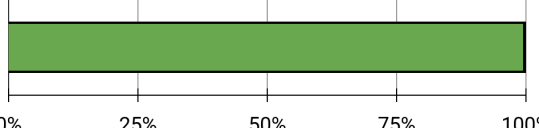
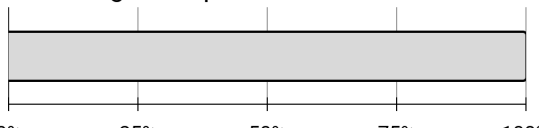

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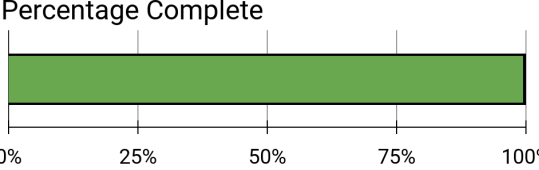
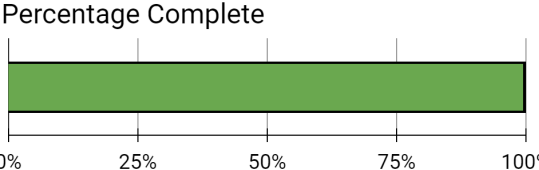


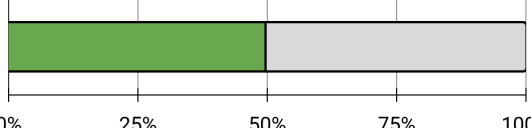
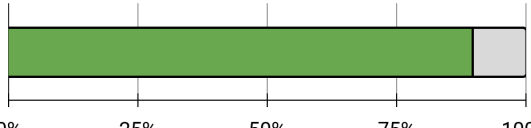
● In progress ● Upcoming ● Complete

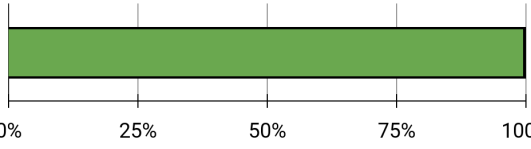
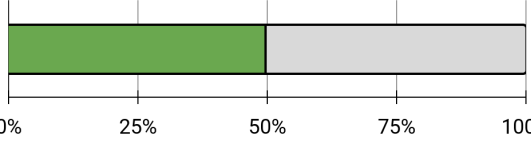
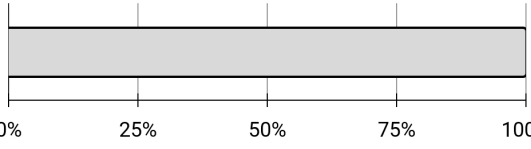
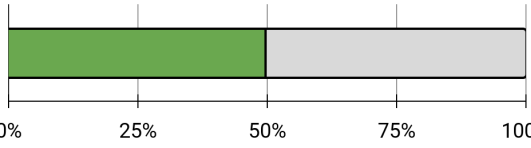
Action	What we did so far
1. Promote and encourage training around accessibility, disabilities and equity.	<p>Action completed</p> <p>Promoted the City's Diversity and Inclusion, GBA+ (Gender Based Analysis+) and other accessibility awareness training and resources to City staff through internal communications channels including corporate newsletter.</p> <p>Percentage Complete</p> <p>0% 25% 50% 75% 100%</p>
2. Provide accessible communication products and services.	<p>Action in progress</p> <p>Identified priority communications products and services that require an accessible approach.</p> <p>Defined accessible standards and</p>

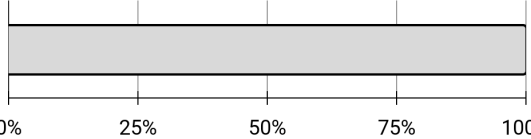
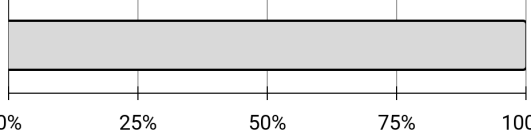
	<p>documented the application of accessibility as it applies to communications products and services in the Corporate Brand Guidelines. Specific actions underway or complete within the department (see C&E actions 6, 7, 8, 9, 10, 11 & 12 below)</p> <p>Percentage Complete</p>  <p>A horizontal progress bar with a scale from 0% to 100% in 25% increments. The bar is filled with green up to the 75% mark, and the remaining 25% is grey.</p>
<p>3. Establish a centralized online location for all accessibility information on the City website (Edmonton.ca).</p>	<p>Action completed</p> <p>Accessibility information and links on the City's webpages were reviewed. A user-friendly landing page (edmonton.ca/accessibility) was created for City of Edmonton accessibility information and resources. The page uses icons and visuals for a better user experience, and is compatible with text-to-speech and translation tool technology.</p> <p>Percentage Complete</p>  <p>A horizontal progress bar with a scale from 0% to 100% in 25% increments. The bar is completely filled with green, indicating 100% completion.</p>
<p>4. Create a centralized, internal online resource for all City of Edmonton employee</p>	<p>Action completed</p> <p>The City's internal Accessibility web</p>

<p>accessibility information (OneCity).</p>	<p>page was redesigned to be more accessible and easier for staff to use. The page now better highlights important accessibility information and resources that City staff need to be aware of and use in their work.</p> <p>Percentage Complete</p>  <p>A horizontal progress bar with a green fill, extending from 0% to 100% on a scale with markers at 0%, 25%, 50%, 75%, and 100%.</p>
<p>5. Promote accessible services, tools and programs available for staff and Edmontonians (Internally & Externally).</p>	<p>Action not started</p> <p>Work on this action will start in September, 2022.</p> <p>Percentage Complete</p>  <p>A horizontal progress bar with a grey fill, extending from 0% to 0% on a scale with markers at 0%, 25%, 50%, 75%, and 100%.</p>
<p>6. Support development of client communication plans that include accessible and equitable forms of information.</p>	<p>Action completed</p> <p>To ensure that accessibility is considered and included in City communications, the Department has added accessibility checks in strategic planning and communication planning tools used by staff.</p> <p>Percentage Complete</p>  <p>A horizontal progress bar with a green fill, extending from 0% to 100% on a scale with markers at 0%, 25%, 50%, 75%, and 100%.</p>

<p>7. Provide sign-language interpreters at significant City of Edmonton news conferences to ensure they are accessible to more people.</p>	<p>Action completed</p> <p>Sign language interpretation is now used for major City of Edmonton news conferences and livestream events.</p> <p>Percentage Complete</p> 
<p>8. Improve information/signage (e.g. posters/pamphlets) to ensure communication material is highly visible, interpretive and uses plain language.</p>	<p>Action completed</p> <p>Created awareness on existing best practices on visibility, readability and plain language. Communications staff are encouraged to make sure that City signage, posters, pamphlets and other communications products are checked for contrast, readability, distance and time-sensitive viewing and plain language.</p> <p>Percentage Complete</p> 
<p>9. Build a process to incorporate accessibility practices in Web operations best practices.</p>	<p>Action in progress</p> <p>Training which includes instruction for creating accessible web content and meeting web accessibility standards was made available to staff who create and manage web content.</p>

	<p>City Web Office will continue to ensure that the City web pages and resources are accessible.</p> <p>Percentage Complete</p>  <p>A horizontal progress bar with a scale from 0% to 100% in 25% increments. The bar is filled with green up to the 50% mark, and the remaining 50% is grey.</p>
<p>10. Build a process to incorporate accessibility practices in Visual identity and Corporate Brand guidelines.</p>	<p>Action completed</p> <p>The City's Visual Identity Standards were updated to include the same accessibility requirements as the Corporate Brand Guidelines.</p> <p>The City's Corporate Brand Guidelines and toolkits will be updated annually as needed to ensure accessibility best practices.</p> <p>Percentage Complete</p>  <p>A horizontal progress bar with a scale from 0% to 100% in 25% increments. The bar is filled with green up to approximately the 85% mark, and the remaining 15% is grey.</p>
<p>11. Build a process to incorporate accessibility practices in social media.</p>	<p>Action completed</p> <p>The City of Edmonton's Social Media Guidelines were updated to include accessibility requirements like using plain language, alternative text for images, and closed captioning in videos. These standards are being used throughout the City and are</p>

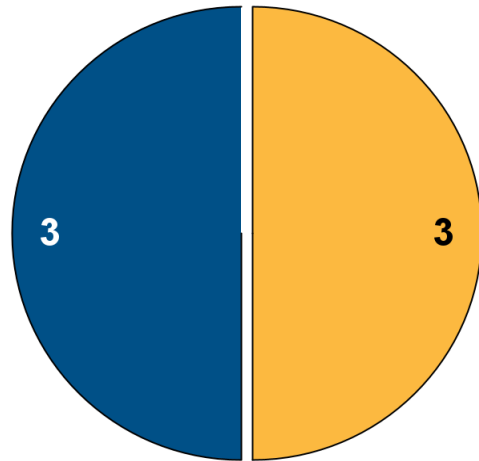
	<p>included in training for staff.</p> <p>Percentage Complete</p>  <p>0% 25% 50% 75% 100%</p>
<p>12. Build a process to incorporate accessibility practices in filming, photography and videos.</p>	<p>Action in progress</p> <p>The City reviewed industry best practices and requires closed captioning in City of Edmonton news conferences and videos.</p> <p>Percentage Complete</p>  <p>0% 25% 50% 75% 100%</p>
<p>13. Increase options within C&E to provide feedback on accessibility.</p>	<p>Action not started</p> <p>Work on this action will start in September 2022.</p> <p>Percentage Complete</p>  <p>0% 25% 50% 75% 100%</p>
<p>14. Ensure customer service standards, practices and procedures consider the needs of people with disabilities.</p>	<p>Action in progress</p> <p>A list of accessible customer services available by phone, email, app, and in person was created.</p> <p>Percentage Complete</p>  <p>0% 25% 50% 75% 100%</p>

<p>15. Create a public engagement checklist of elements/best practices.</p>	<p>Action not started</p> <p>Work on this action will start in September 2022.</p> <p>Percentage Complete</p>  <p>0% 25% 50% 75% 100%</p>
<p>16. Annual or bi-annual engagement with persons with disabilities (both in City and city) and front line staff to capture barriers and opportunities.</p>	<p>Action not started</p> <p>Work on this action will start in September 2022.</p> <p>Percentage Complete</p>  <p>0% 25% 50% 75% 100%</p>

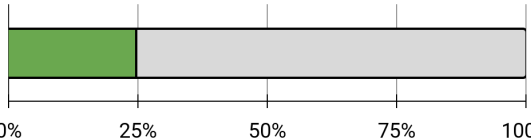
Employee Services

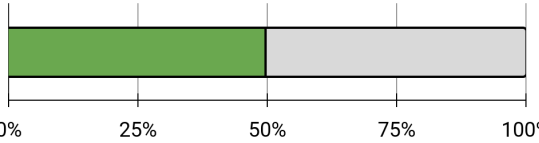
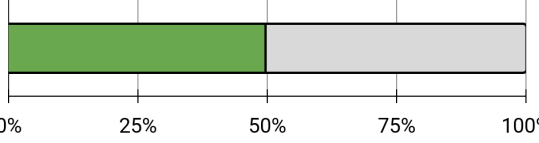
The Employee Services department identified six actions, which support employees of the City of Edmonton. Three actions are complete and implementation of the remaining three are underway.

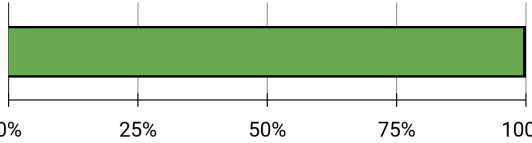
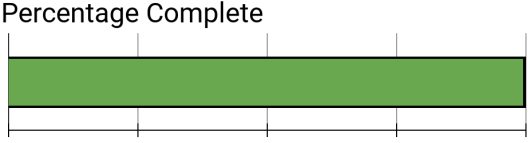

The following table describes what has been done on actions led by the Department in the first year of the Plan.



● In progress ● Complete

Action	What we did so far
<p>1. Educate City of Edmonton recruitment team to improve accessibility of the recruitment process.</p>	<p>Action in progress</p> <p>All City job postings now include accessibility accommodation statements.</p> <p>The City's Guide for Inclusive Hiring and Guidelines for Inclusive Postings was promoted to all City hiring managers.</p> <p>A training and learning series is being developed for City Talent Acquisition Consultants which includes resources about accessibility for people with different abilities for all phases of the recruitment process.</p> <p>Percentage Complete</p>  <p>0% 25% 50% 75% 100%</p>

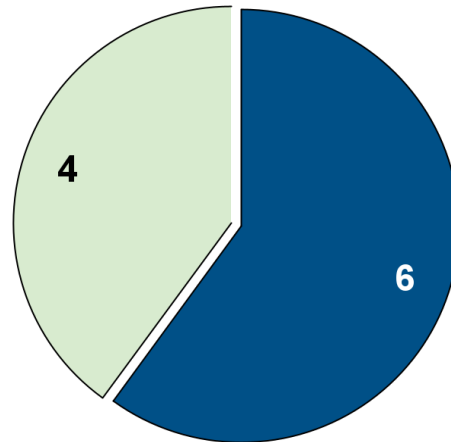
<p>2. Ensure corporate training provided by Employee Services for City of Edmonton employees is accessible to the greatest extent possible.</p>	<p>Action in progress</p> <p>Developing new ways to provide learning and training opportunities to staff that are more accessible and work with different learning styles and needs.</p> <p>Percentage Complete</p>  <p>A horizontal progress bar with a scale from 0% to 100% in 25% increments. The bar is filled with green up to the 50% mark, and the remaining 50% is grey.</p>
<p>3. Develop corporate guidelines for consistent working from home/flexible work hours opportunities to remove barriers and enable employment for City of Edmonton employees with diverse needs.</p>	<p>Action in progress</p> <p>The City's Hybrid Work program for eligible and approved out-of-scope, management, and unionized staff started in April 2022. The program will be reviewed using feedback from surveys of employees and supervisors to understand challenges and identify opportunities for improvement.</p> <p>Percentage Complete</p>  <p>A horizontal progress bar with a scale from 0% to 100% in 25% increments. The bar is filled with green up to the 50% mark, and the remaining 50% is grey.</p>
<p>4. Ensure first aid kits, AED cabinets, and fire extinguishers in staff areas within Century Place are located in accessible</p>	<p>Action completed</p> <p>Occupational Health and Safety (OHS) staff have ensured that first aid kits and other emergency equipment in</p>

<p>spaces.</p>	<p>City offices at Century Place are placed in accessible locations and heights. It was confirmed that the equipment meets OHS standards.</p> <p>Percentage Complete</p> 
<p>5. Improve accessibility to single-stall barrier-free washrooms in Century Place by ensuring they remain unlocked and available for those who require them.</p>	<p>Action completed</p> <p>Single stall barrier-free washroom doors at Century Place were adjusted to be easier to open and close, and now have access code locks instead of key locks to improve accessibility.</p> <p>Percentage Complete</p> 
<p>6. In collaboration with the Integrated Infrastructure Services (IIS) department, Employee Services will review and recommend swipe passes and automatic door openers in areas within Century Place where barriers may exist for those who require improved accessibility.</p>	<p>Action completed</p> <p>The City's Real Estate Branch will manage accessibility changes needed in the Century Place building.</p> <p>The second floor of Century Place is now fully accessible.</p> <p>Percentage Complete</p> 

Financial and Corporate Services

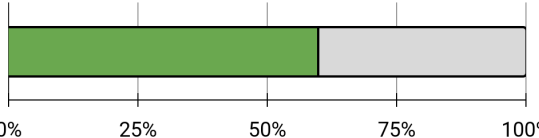
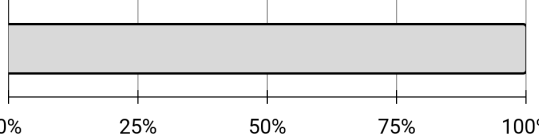
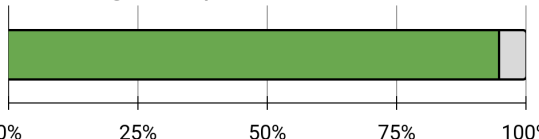
Six of the ten actions identified by the Financial and Corporate Services department are in progress. Work on four actions will start later in 2022.

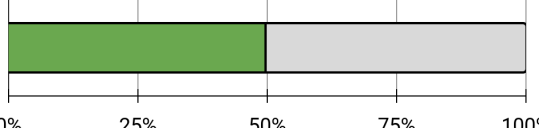


The following table describes what has been done on actions led by the Financial and Corporate Services Department in the first year of the Plan.

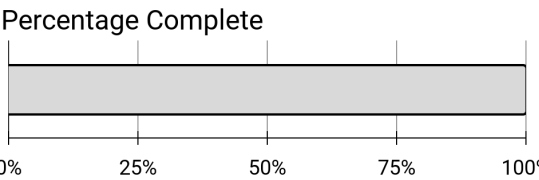
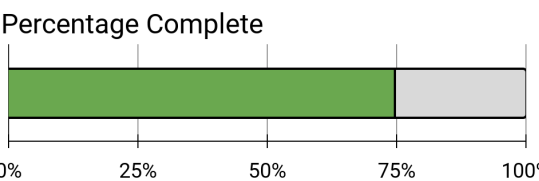
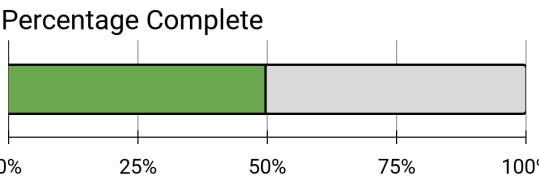


● In progress ● Upcoming

Action	What we did so far
1. Provide annual assessment and tax notices in alternative formats made available upon request, and continue development of secure web services to enhance access to and comprehension of property assessment and tax information.	<p>Action in progress</p> <p>Property owners who are blind or have low vision can request to receive their property tax notices in audio format on CD.</p> <p>The City will continue to explore other accessible formats for tax notices.</p> <p>Percentage Complete</p> <p>0% 25% 50% 75% 100%</p>
2. Ensure City employees and Edmontonians have easy access to financial policy, process and information, and seek ongoing opportunities to improve clarity with plain language.	<p>Action in progress</p> <p>The City's budget documents including Operating Budget and Capital Supplemental Budget can now be found more easily on edmonton.ca under the Budget and</p>

	<p>Finance link.</p> <p>The City is getting input from the public on the 2023-2026 Budget online and is also reaching out to community groups including people with disabilities to make sure everyone has a chance to participate.</p> <p>Percentage Complete</p>  <p>A horizontal progress bar showing 60% completion. The bar is divided into a green section (60%) and a grey section (40%). The x-axis is labeled from 0% to 100% in 25% increments.</p>
<p>3. Enable technology solutions that support and foster accessibility across the corporation.</p>	<p>Action not started</p> <p>Percentage Complete</p>  <p>A horizontal progress bar showing 0% completion. The bar is entirely grey. The x-axis is labeled from 0% to 100% in 25% increments.</p>
<p>4. Opportunities to improve accessibility will be incorporated into the changes and updates to ongoing maintenance schedules and capital upgrade projects. An accessibility lens will be used when communicating service disruptions.</p>	<p>Action in progress</p> <p>Met with appropriate personnel to discuss the current accessibility approach. Received a list of upgrades and projects. Reviewing how current approaches can affect projects and if extra measures need to be considered.</p> <p>Percentage Complete</p>  <p>A horizontal progress bar showing 90% completion. The bar is divided into a green section (90%) and a grey section (10%). The x-axis is labeled from 0% to 100% in 25% increments.</p>

<p>5. Enhancing building evacuation plans and drills to include processes and instructions for evacuation of employees and visitors of all abilities.</p>	<p>Action in progress</p> <p>Building evacuation plans were reviewed to ensure that they include instructions about safely evacuating people with different abilities. Evacuation plans and contact lists are being updated and put together for easier access to staff.</p> <p>Percentage Complete</p>  <p>0% 25% 50% 75% 100%</p>
<p>6. Adjustments for greater digital accessibility will be explored by the Data Analytics team through training from a third party specializing in Adaptive Technology.</p>	<p>Action not started</p> <p>Work on this action will start in September 2022.</p> <p>Percentage Complete</p>  <p>0% 25% 50% 75% 100%</p>
<p>7. Work with external partners to increase accessibility of the Geographic Information System (GIS) platform used by the City.</p>	<p>Action not started</p> <p>Work on this action will start in September 2022.</p> <p>Percentage Complete</p>  <p>0% 25% 50% 75% 100%</p>
<p>8. Apply human-centered design principles and methods,</p>	<p>Action not started</p> <p>Work on this action will start in</p>

<p>including accessibility and inclusion considerations, when reviewing and evaluating services and recommending service design and delivery changes.</p>	<p>September 2022.</p>  <p>A horizontal bar chart titled 'Percentage Complete' with a scale from 0% to 100% in 25% increments. The bar is filled with a light grey color and extends to the 100% mark.</p>
<p>9. Customer Experience research will include engagement with people with disabilities, to ensure accessibility considerations are addressed and planned for.</p>	<p>Action in progress</p> <p>Surveys such as the 2022 Service Satisfaction Survey allows respondents with disabilities to self identify. To guide service and accessibility improvements, the City will continue to adapt research activities to include experiences and perspectives of people with disabilities.</p>  <p>A horizontal bar chart titled 'Percentage Complete' with a scale from 0% to 100% in 25% increments. The bar is divided into two segments: a green segment extending to 75% and a light grey segment extending to 100%.</p>
<p>10. Promote awareness of and position accessibility as a driver in the strategic corporate planning processes applied within the City, and ensure plain language and other accessibility considerations are applied when sharing corporate strategy and reporting materials online.</p>	<p>Action in progress</p> <p>City departments were encouraged to include accessibility actions in the City's corporate planning process in Departmental Business Plans.</p>  <p>A horizontal bar chart titled 'Percentage Complete' with a scale from 0% to 100% in 25% increments. The bar is divided into two segments: a green segment extending to 50% and a light grey segment extending to 100%.</p>

Integrated Infrastructure Services

The Integrated Infrastructure Services department has identified six accessibility actions to support delivery of universally accessible infrastructure for all.

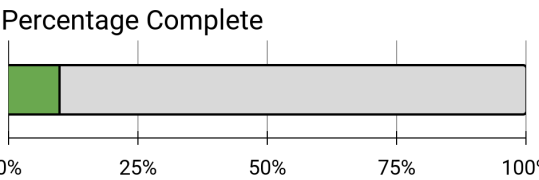
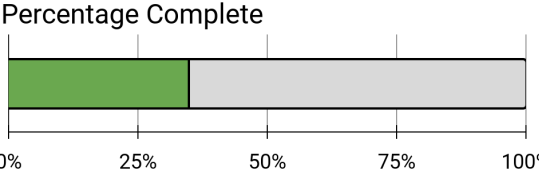
Implementation of all the actions are underway.

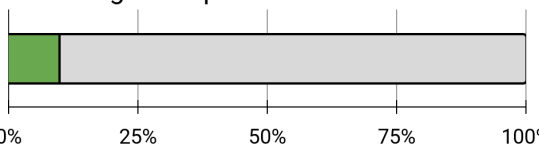
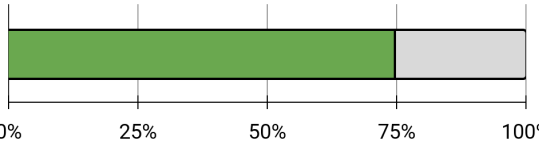
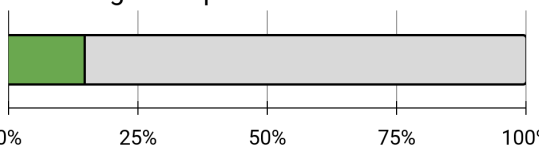


The following table describes what has been done on actions led by the Integrated Infrastructure Services Department in the first year of the Plan.

● In progress

Action	What we did so far
<p>1. Understand Accessibility: Provide staff with training to help them identify barriers to accessibility and recognize how to prevent/remove them within their work, projects and deliverables. Raise staff awareness on available training, tools and resources by developing and implementing an IIS Accessibility Education Plan.</p>	<p>Action in progress</p> <p>Developed an infrastructure specific Accessibility Education Plan. It outlines training sessions that will be offered to all staff involved with design and construction of infrastructure (facilities, open spaces and transportation).</p> <p>Percentage Complete</p>
<p>2. Apply an accessibility lens: Develop requirements that ensure an accessibility lens is applied throughout the planning</p>	<p>Action in progress</p> <p>Awareness sessions for technical staff who review drawings are included in the Accessibility</p>

<p>and delivery of infrastructure projects.</p>	<p>Education Plan.</p>  <p>Percentage Complete</p> <p>0% 25% 50% 75% 100%</p>
<p>3. Understand current state: Develop and implement an Accessibility Assessment Program for infrastructure assets.</p>	<p>Action in progress</p> <p>Developed the Facilities Accessibility Audit Checklist Tool and conducted multiple facility audits.</p> <p>Working on the development of an audit tool for open spaces.</p> <p>Supporting Edmonton Transit Services in the development of an Accessibility Audit Checklist for Transit Facilities.</p>  <p>Percentage Complete</p> <p>0% 25% 50% 75% 100%</p>
<p>4. Tools, guides and resources: Review and update all tools, guides, and resources to align with City's commitments towards accessibility as per Policy C602, Administrative Directive A1472, and Procedure.</p>	<p>Action in progress</p> <p>A list of all of the City's tools, guides and resources that are used for design and delivery of infrastructure projects was gathered. These tools, guides and resources will be reviewed and updated where needed</p>

	<p>to include accessibility.</p> <p>Percentage Complete</p>  <p>0% 25% 50% 75% 100%</p>
<p>5. Budget: Allocate budget using appropriate funding mechanisms to improve accessibility of existing infrastructure.</p>	<p>Action in progress</p> <p>Budget request advanced for consideration as part of the 2023-2026 capital budget process for an accessibility improvements program for existing infrastructure.</p> <p>Percentage Complete</p>  <p>0% 25% 50% 75% 100%</p>
<p>6. Maintain barrier-free access: Develop requirements to maintain barrier-free access during construction, where appropriate, by providing safe alternate or temporary barrier-free paths of travel through or around construction sites.</p>	<p>Action in progress</p> <p>Researched how to reduce accessibility barriers around construction zones to see what can be done to help people with disabilities move more easily through and around construction areas in Edmonton.</p> <p>Percentage Complete</p>  <p>0% 25% 50% 75% 100%</p>

Office of the City Manager

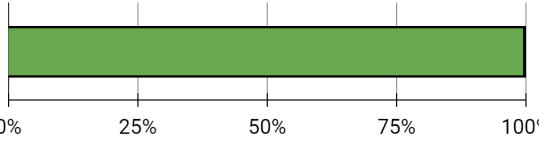
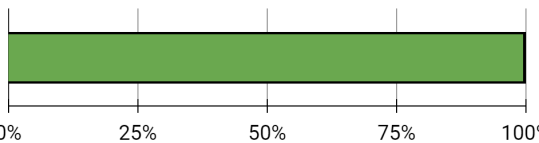
The Office of the City Manager identified five actions. Implementation of all the actions are complete.

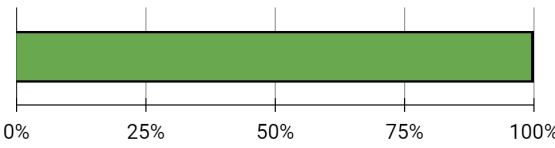


The following table describes what has been done on actions led by the Office of the City Manager in the first year of the Plan.

● Complete

Action	What we did so far
1. Election Office handrail and accessibility of the front door is being addressed to ensure accessibility without secondary assistance.	<p>Action completed</p> <p>The main entrance door to the Elections Office now has a power door opener and the handrail location was changed for better accessibility to the site.</p> <p>Percentage Complete</p>
2. Edmonton General Elections information sessions offered virtually.	<p>Action completed</p> <p>Virtual information sessions for candidates and election workers were close-captioned.</p> <p>Percentage Complete</p>
3. Ensure plain language for Edmonton General Elections	<p>Action completed</p> <p>Edmonton Elections online</p>

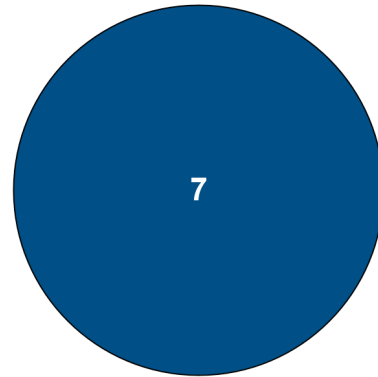
<p>online materials.</p>	<p>information was updated using simpler language and provided information about accessible election, voting technology and safety.</p> <p>Percentage Complete</p> 
<p>4. Apply GBA+ (https://cfc-swc.gc.ca/gba-ac/in dex-en.html) lens to the development of Edmonton General Elections processes and procedures.</p>	<p>Action completed</p> <p>The City made changes to the City's elections strategy and advance vote and election day processes and procedures to ensure voting is accessible to all residents eligible to vote.</p> <p>Provided voting instructions in 13 languages.</p> <p>Percentage Complete</p> 
<p>5. Partner with subject matter experts to support the development and delivery of accessible election participation opportunities - vote, work, run.</p>	<p>Action completed</p> <p>Edmonton Elections Voter Accessibility Plan was developed with advice from the Accessibility Advisory Committee.</p> <p>The Accessible Election web page</p>

	<p>was created and shared with accessibility organizations in Edmonton.</p> <p>Made accessible options available to voters for the advance vote and on election day.</p> <p>Percentage Complete</p>  <table border="1"><thead><tr><th>Percentage Complete</th></tr></thead><tbody><tr><td>0%</td></tr><tr><td>25%</td></tr><tr><td>50%</td></tr><tr><td>75%</td></tr><tr><td>100%</td></tr></tbody></table>	Percentage Complete	0%	25%	50%	75%	100%
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Urban Planning and Economy

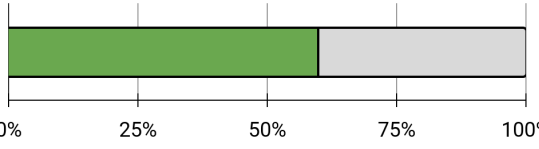
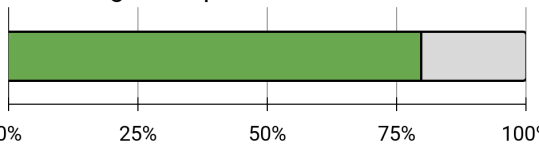
The Urban Planning and Economy Department identified seven actions. All the actions are in progress.

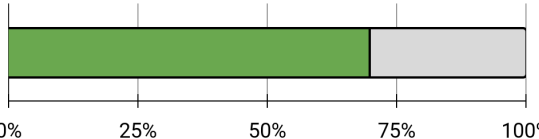
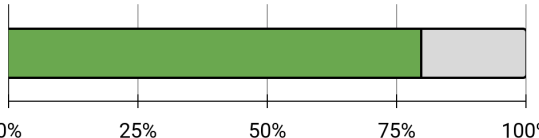
The following table describes what has been done on actions led by the Urban Planning and Economy Department in the first year of the Plan.


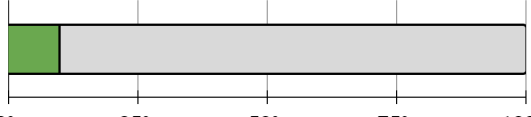


● In Progress

Action	What we did so far
<p>1. Accessible Built Environment - Encourage the development of buildings and surrounding built environments to contribute to accessibility to accommodate people of all ages and abilities through increasing the awareness of City of Edmonton Access Design Guide.</p>	<p>Action in progress</p> <p>Raising awareness of accessibility issues with Building Owners and Managers Association (BOMA), Urban Development Institute (UDI) and others in the development industry.</p> <p>Created a simplified guide for Storefront Improvement Program, Development Incentive Program, and Corner Store Program</p> <p>Percentage Complete</p>
<p>2. Accessible Tools/Guides - Ensure staff are aware of and referencing the current City of</p>	<p>Action in progress</p> <p>Created a list of accessibility guides, standards and tools (internal and</p>

<p>Edmonton Access Design Guide, in addition to other standards and guides, in the design of infrastructure projects.</p>	<p>external to the City) for City staff working on infrastructure projects to use.</p> <p>Providing team/group leaders with information, presentations on Universal Design to raise awareness.</p> <p>Percentage Complete</p>  <p>0% 25% 50% 75% 100%</p>
<p>3. Accessible Public Engagement - In cooperation with Communication & Engagement, support/promote the creation of a list of accessible venues for in-person engagement activities and public meetings.</p>	<p>Action in progress</p> <p>Raised the profile of the Accessibility of City Facilities on the City website.</p> <p>The Public Engagement Participant Feedback Survey Template is being updated to ask about the accessibility of the venue and event.</p> <p>Percentage Complete</p>  <p>0% 25% 50% 75% 100%</p>
<p>4. Accessible Design Review - Establish a Design Review process to ensure accessibility considerations are included in design of developer-led infrastructure projects.</p>	<p>Action in progress</p> <p>Promoting awareness of the City's Universal Design Review Tool which provides guidance for accessible design of spaces used by the public in privately owned sites.</p> <p>Created a list of internal City subject</p>

	<p>matter experts for reviews and developed a system for tracking and addressing comments and feedback.</p> <p>Established a set of criteria to determine where and when to install TWSI (tactile walking surface indicators)</p> <p>Percentage Complete</p>  <p>0% 25% 50% 75% 100%</p>
<p>5. Accessible Communications - Promote use of the City's Event Accessibility Checklist for event planning (ensure accommodations upon request - captioning, ASL interpreters, large print, braille etc).</p>	<p>Action in progress</p> <p>Promoting awareness of the City's Guide to Planning Accessible Events Checklist to event planners in the community and with City staff who plan public events for the City.</p> <p>Percentage Complete</p>  <p>0% 25% 50% 75% 100%</p>
<p>6. Accessible Experiences - Offer opportunities for staff within the department to experience some of the issues that people with disabilities face on a daily basis (e.g. using wheelchairs).</p>	<p>Action in progress</p> <p>Staff tours of the Braille Trail in Dawson Park are being developed to help City staff learn about features that are needed by people who are blind or have low vision to use and enjoy park trails and spaces.</p>

	<p>Percentage Complete</p>  <p>0% 25% 50% 75% 100%</p>
<p>7. Incorporate a Universal Design review in the development of departmental project charters.</p>	<p>Action in Progress</p> <p>Encouraging staff to include Universal Design principles in City projects and planning documents.</p> <p>Percentage Complete</p>  <p>0% 25% 50% 75% 100%</p>

NEXT STEPS

The City will continue to monitor progress of each action identified in the Corporate Accessibility Plan. The next Annual Progress Report will be published in Q3, 2023.