



City of Edmonton

Edmonton

**CORPORATE  
ACCESSIBILITY PLAN  
2025-2029**

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## INTRODUCTION

The updated [Accessibility for People with Disabilities Policy C602A](#) reflects the City of Edmonton's ongoing commitment to ensure equitable opportunities for people with disabilities to access, participate and contribute in their city. Corporate Accessibility Plans support the Policy through tangible actions. The 2021-2024 Plan had 70 actions and 46 were completed. Visit [edmonton.ca/accessibilitypolicy](https://edmonton.ca/accessibilitypolicy) for the Final Progress Report.

By honouring the principle "Nothing About Us Without Us," this 2025-2029 Corporate Accessibility Plan takes into account the insights, wisdom and lived experiences of people with disabilities to achieve our goal of a more accessible city. Two phases of engagement were conducted to inform the actions in this Plan.

- Phase 1: Understand the barriers that people with disabilities experience when accessing City programs, services and public spaces. View the [What We Heard Report](#).
- Phase 2: Gather feedback on draft accessibility actions intended to reduce the barriers. View the [What We Heard Report](#).

The actions listed in this Plan will be implemented over the next four years. The status of these actions will be monitored and progress reports will be published annually.

## 2025-2029 ACCESSIBILITY ACTIONS

### City Programs

The City offers a wide range of programs that focus on recreation, leisure, communities and more.

**What We Heard:** The common barriers people with disabilities experience when accessing City programs include a lack of information, limited choices related to adapted or inclusive programs, negative experiences, affordability and clarity about accommodations.

**Four-year Actions:** The following four-year actions are intended to improve accessibility of City programs.

| Action description  | Related City Program / Service |
|---|--------------------------------|
| <b>Improve accessibility of visitor amenities:</b> Identify, test, and validate potential opportunities to enhance the accessibility of visitor amenities in City recreation facilities and attractions.  | Recreation and culture         |
| <b>Improve communications:</b> Increase public and user awareness by improving communication about programs and services for people with disabilities.  | Recreation and culture         |
| <b>Encourage accessibility considerations in partner-delivered programs:</b> Promote accessibility as a key consideration in the development and delivery of recreational programs, services, and events offered by external partners (e.g. not for profit organizations such as local sports organizations). | Recreation and culture         |

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| <b>Increase access to programs:</b> Enhance access, engagement, and participation in the City's recreation programs for people with disabilities.  | Recreation and culture   |
| <b>Improve customer service:</b> Enhance employee skills and knowledge of accessibility to better serve people with disabilities.  | Positive employee experience / Employee training and development |
| <b>Address challenges through enforcement:</b> Address accessibility challenges through proactive, timely, and effective bylaw enforcement (e.g. prioritize accessible parking enforcement).   | Public safety / Bylaw and provincial act enforcement             |
| <b>Identify funding opportunities:</b> Identify ways to promote accessibility through the City's grant process. Explore access to external funding opportunities for accessibility projects, initiatives and plans (e.g. federal grants).                                      | Financial sustainability / Financial planning and analysis       |
| <b>Increase accessible affordable housing:</b> Develop an action plan for increasing the supply of accessible, affordable housing.   | Social support / Affordable housing and homelessness             |
| <b>Enhance Assisted Waste Collection:</b> Continue to grow the assisted waste collection program. The program supports residents with temporary or long term mobility challenges by setting out their waste carts for collection or carrying waste to site bins in apartments. | Environmental protection / Waste Collection                      |

## Infrastructure - General

Infrastructure includes City facilities, streets, sidewalks and open spaces.

**What We Heard:** The common barriers people with disabilities experience when accessing City infrastructure include construction barriers (e.g. inaccessible detours), some inaccessible playgrounds, facility accessibility issues, insufficient off-street parking, and inadequate accessible washrooms and change rooms.

**Four-year actions:** The following actions are intended to improve the accessibility of City infrastructure. Actions specific to streets and sidewalks are listed in the next section.

| Action description   | Related City Program / Service |
|--|--------------------------------|
| <b>Standardize accessibility requirements:</b> Standardize the Access Design Guide and integrate accessibility requirements into existing City Design and Construction Standards.  | Project and asset management   |
| <b>Develop an accessibility checklist for infrastructure projects:</b> Develop and implement an accessibility checklist for infrastructure projects. The checklist will be applied during all project phases, from Strategy to Build, to ensure consistent adherence to accessibility standards. | Project and asset management   |
| <b>Formalize accessibility reviews process:</b> Integrate accessibility reviews into the existing project deliverable review process.  | Project and asset management   |
| <b>Assess accessibility of existing infrastructure:</b> Conduct accessibility assessments* of existing infrastructure to understand the current level of accessibility. Assessed   | Project and asset management   |

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| assets include City facilities, administrative spaces, open spaces, sidewalks and transit connections.<br><i>*Assessments are conducted to document compliance with accessibility standards and identify improvements.</i>  |   |
| <p><b>Assess accessibility improvements funding:</b> Assess the current level of funding for the Annual Corporate Accessibility Fund to determine if the fund requires changes. This fund supports innovative City-led projects designed to address and resolve accessibility issues.</p> <p>Pursue other funding opportunities to support accessibility improvements of existing infrastructure not scheduled for renewal.</p> | Financial sustainability / Financial planning and analysis        |
| <p><b>Develop construction accessibility guidelines:</b> Develop guidelines on maintaining barrier-free access during the construction of City infrastructure projects by providing safe alternate or temporary barrier-free paths of travel.</p>   | Project and asset management / Infrastructure delivery            |
| <p><b>Add “Limited Mobility” parking stalls:</b> Explore the possibility of adding Limited Mobility* parking stalls next to accessible stalls in public facilities owned and operated by the City.</p> <p><i>*Limited mobility stalls are designated for people with parking placards and provide an alternative parking option close to the entrance.</i></p>  | <p>Recreation and culture</p> <p>Project and asset management</p> |
| <p><b>Assess accessibility of Waste Services facilities:</b> Conduct accessibility assessments of all waste services facilities to understand the current level of accessibility.</p>   | Environmental protection / Waste collection                       |
| <p><b>Recognize accessible facilities:</b> Use the Edmonton Urban Design Awards to recognize projects that demonstrate</p>  | Land development / Urban strategies                               |

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| innovation or leadership in creating an accessible built environment.<br>Consider reinstating the Mayor's Accessibility Awards.   |                  |
| <b>Apply an accessibility lens in planning:</b> Develop requirements and guidance to ensure an accessibility lens, including connectivity and ease of movement through the built environment and ensure that this is applied throughout the planning process. | Land Development |



## Infrastructure - Streets and Sidewalks

**What We Heard:** The common barriers people with disabilities experience when using public streets and sidewalks include the lack of access to amenities like benches, inaccessible sidewalks (e.g. missing curb ramps), snow and ice concerns, obstructions from e-scooters and bike lanes that impact ease of movement, insufficient street parking and street safety concerns (e.g. not enough time to cross the street).

**Four-year actions:** The following actions are intended to improve accessibility of streets and sidewalks.

| Action description  | Related City Program / Service                 |
|---|--|
| <b>Improve rest areas:</b> Add benches to underserved areas and upgrade old benches to current accessibility standards to allow for more rest opportunities.                                | Movement of people and goods / Active pathways |
| <b>Review pedestrian crossing time:</b> Review and adjust pedestrian crossing duration as needed to increase the crossing time for pedestrians.   | Movement of people and goods / Roads           |
| <b>Improve sidewalk maintenance:</b> Reduce notification backlog on maintenance of existing sidewalks to ensure it is safer and more accessible for pedestrians.                            | Movement of people and goods / Active pathways |
| <b>Add more curb ramps:</b> Add curb ramps at crosswalks to make them accessible for pedestrians.   | Movement of people and goods / Roads           |
| <b>Increase active pathways snow removal:</b> Active pathways snow clearing (i.e. sidewalks and multi-use paths) to meet or exceed Service Level Agreements for priority 1, 2 and 3 routes. | Movement of people and goods / Roads           |

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| <b>Improve bench visibility:</b> Improve bench visibility at Churchill LRT Station stop to enhance rider comfort and safety by making seating areas more visible.  | Movement of people and goods / Active pathways |
| <b>Update Bike Plan Implementation Guide:</b> Update Bike Plan Implementation Guide into “Active Modes Implementation Guide” to consider active modes holistically, replacing the Sidewalk and Walkability Strategies. | Movement of people and goods / Active pathways |

## Public Transit - Dedicated Accessible Transit Service (DATS)

**Dedicated Accessible Transit Service or DATS** is a door-to-door, shared public transportation service for Edmontonians who cannot use regular transit. Please review the following actions intended to improve the accessibility of DATS.

**What We Heard:** The common barriers people with disabilities experience when accessing DATS are long rides, inflexible bookings and lack of service to neighbouring communities.

**Four-year Actions:** The following actions are intended to improve accessibility of DATS.

| Action description   | Related City Program / Service                 |
|--|--|
| <b>Improve DATS booking and scheduling:</b> Implement a new DATS trip booking and scheduling process that allows users to book trips based on appointment times. This will help to ensure DATS users are able to better plan for time-sensitive appointments.  | Movement of people and goods / Transit service |
| <b>Implement DATS service improvements:</b> Develop technical integration between dispatch systems of DATS and DATS' taxi providers to allow for more flexible delivery of service through deployment of taxis in real time. This will help to ensure service standards are met while improving the ability to respond to operational disruptions. | Movement of people and goods / Transit service |
| <b>Review DATS fleet:</b> Review the DATS fleet for accessibility considerations, client comfort and convenience, as well as operational considerations to maximize service efficiency and the ability to accommodate a variety of mobility aids.  | Movement of people and goods / Transit service |

## Public Transit - General

Edmonton Transit Service (ETS) provides public transportation in the city using buses and trains (Light Rail Transit, also known as LRT).

**What We Heard:** The common barriers people with disabilities experience when using public transit are insufficient transit service, inaccessible transit stops, safety concerns, accessibility issues in buses and trains, elevator and escalator outages, and accessibility issues in transit facilities.

**Four-year Actions:** The following actions are intended to improve accessibility of public transit. Actions related to transit announcements and signage are listed in the next section.

| Action description   | Related City Program / Service                 |
|--|--|
| <b>Implement an Arc card tap exemption program:</b><br>Develop and deploy an Arc flash pass for transit users with disabilities who are unable to tap their Arc card.  | Movement of people and goods / Transit service |
| <b>Assess accessibility of transit facilities:</b> Conduct accessibility assessments of transit centres and LRT stations to identify opportunities for accessibility improvements.                                       | Movement of people and goods / Transit service |
| <b>Review accessibility features of new buses:</b> Develop a framework for reviewing accessibility features of Edmonton Transit Service buses to ensure new bus purchases consistently meet accessibility standards.     | Movement of people and goods / Transit service |
| <b>Monitor and adapt Mobility Choices Travel Training:</b><br>Continue to monitor and adapt the Edmonton Transit Service travel training program to support and empower riders of all abilities to travel independently. | Movement of people and goods / Transit service |

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| <p><b>Upgrade the ETS trip planner:</b> Update the Edmonton Transit Service website and trip planner to be more compatible with screen readers on Android and Apple devices.</p>   | <p>Movement of people and goods / Transit service</p> <p>Technology and data</p> |
| <p><b>Increase curb visibility:</b> Brightly paint curbs at transit centers to help riders see where to get on and off buses safely.</p>   | <p>Movement of people and goods / Transit service</p>                            |
| <p><b>Review stop request button locations:</b> Review locations of stop request buttons inside buses for consistency and alignment with accessibility best practices.</p>   | <p>Movement of people and goods / Transit service</p>                            |
| <p><b>Improve train door access:</b> Remove the middle bar on train doors to reduce mobility barriers, as the LRT fleet is replaced.</p>   | <p>Movement of people and goods / Transit service</p>                            |
| <p><b>Improve bus direction information:</b> Provide bus stop directions online to offer riders greater clarity on routes and their direction of travel for each stop, aiding in trip planning and reducing confusion.</p> | <p>Movement of people and goods / Transit service</p> <p>Technology and data</p> |
| <p><b>Deliver disability awareness training for transit staff:</b> Develop a training plan and deliver Disability Awareness Training to staff in Edmonton Transit Service, including transit operators.</p>                | <p>Positive employee experience / Employee training and development</p>          |

## Public Transit - Announcements and Signage

**What We Heard:** The common barriers people with disabilities experience in public transit include inconsistent announcements, such as audible and visual announcements that are not working, unclear, incorrect or inconsistent.

**Four-year Actions:** The following actions are intended to make public transit announcements and signage more accessible.

| Action description  | Related City Program / Service                 |
|---|--|
| <b>Review digital transit signage:</b> Review digital signage in transit stations and vehicles for alignment with accessibility best practices.   | Movement of people and goods / Transit service |
| <b>Review LRT audible announcements:</b> Review audible announcements in LRT stations and trains for accuracy and accessibility.  | Movement of people and goods / Transit service |
| <b>Standardize train announcements:</b> Standardize audio and visual announcements on LRT trains for consistency and clarity as older units are replaced. This will support a consistent communication experience for all riders.                         | Movement of people and goods / Transit service |
| <b>Explore detour announcements:</b> Review feasibility of including announcements on trip detours and stops. This will give bus and train riders accurate, real-time information to help plan their trips effectively.                                   | Movement of people and goods / Transit service |
| <b>Review Churchill LRT Station wayfinding sign:</b> Review signage at Churchill LRT Station to highlight Valley Line and Capital Line connections to address challenges raised by riders with vision loss and improve wayfinding for all transit riders. | Movement of people and goods / Transit service |

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| <b>Review bus stop announcements:</b> Review audible bus stop announcements for consistency and clarity.   | Movement of people and goods / Transit service |
| <b>Explore hearing loop technology:</b> Explore the feasibility and effectiveness of hearing loop technology to make transit announcements more accessible for riders who are hard of hearing. | Movement of people and goods / Transit service |

## Communications and Engagement

The City communicates with the public to share information and engage on projects and initiatives.

**What We Heard:** The common barriers people with disabilities experience when accessing City information or interacting with the City include a lack of technology, inaccessibility of the City website, lack of plain language, inaccessibility of City events, and concerns with 311.

**Four-year Actions:** The following actions are intended to help make the City's communication and engagement activities more accessible.

| Action description  | Related City Program / Service  |
|---|---|
| <b>Conduct annual public engagement:</b> Conduct annual engagement with the public, people with disabilities, and caregivers to capture barriers and opportunities to make public engagement more accessible.                             | People, relationships and partnerships / Engagement                           |
| <b>Public engagement accessibility considerations:</b> Develop and share the online and in-person public engagement accessibility considerations across the corporation to support consistent application of best practices.              | People, relationships and partnerships / Engagement                           |
| <b>Provide accessible play spaces information:</b> Add website information to identify which playgrounds have accessible components.  | People, relationships and partnerships / Communications                       |
| <b>Create Edmonton Accessibility Map:</b> Centralize and share information on the accessibility of City-owned and maintained assets, including facilities, parks, playgrounds, and the transportation network (sidewalks, connectivity to | People, relationships and partnerships / Communications<br><br>Technology and |



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| bus stops and transit stations).  | data  |
| <b>Add service dog signage:</b> Add "Service dogs are welcome" stickers to all City of Edmonton facilities (i.e. public and administrative).  | Public safety   |
| <b>Incorporate accessibility lens in public maps:</b> Seek opportunities to add accessibility reviews as part of digital public map creation.   | Technology and data                                     |
| <b>Raise awareness of accessible formats of tax notices:</b><br>Raise public awareness about the availability of accessible formats for assessment and taxation notices.  | Financial sustainability / Taxation                     |
| <b>Raise awareness of accessibility considerations in Procurement:</b> Incorporate accessibility considerations into "Selling to the City" sessions and raise awareness of accessibility options within the Sustainable Procurement Menu.                         | Financial sustainability / purchasing service           |
| <b>Identify 311 support:</b> Identify tangible supports that 311 could implement to address accessibility challenges identified during engagement.  | Civic services / Customer access                        |
| <b>Develop Plain Language Guide:</b> Develop and share a Plain Language Guide for use and reference by City staff.<br><br>Develop and deliver corporate training on the use of plain language and create awareness on resources such as the Plain Language Guide. | People, relationships and partnerships / Communications |

## Workplace Accessibility

**What We Heard:** The common barriers job seekers and City employees with disabilities experience include barriers to the hiring process, lack of information, uncertainty about disclosing disabilities and accessibility of workspaces (e.g. scent-free spaces).

**Four-year Actions:** The following actions are intended to help the City be a more inclusive workplace.

| Action description   | Related City Program / Service                             |
|--|--|
| <b>Improve workplace accommodations:</b> Remove accessibility barriers wherever possible in work/job design and promote accommodations for employees with disabilities, and ensure that employees are aware of available resources, including mechanisms for disclosing disability-related concerns. | Positive employee experience / Workplace health and safety |
| <b>Enhance recruitment process:</b> Limit barriers by reviewing and ensuring that job requirements meet standards and are directly related to the work. Continue to enhance the City's recruitment processes to ensure that they are as inclusive as possible.                                       | Positive employee experience / Human resources management  |
| <b>Explore scent-free workspaces:</b> Explore the implications of making City of Edmonton administrative spaces scent-free and promote awareness of existing Guidelines to Support Employees with Allergies and Chemical Sensitivities.  | Positive employee experience / Workplace health and safety |

## Employee Training and Development

**What We Heard:** Eighty-nine percent of respondents to the staff engagement indicated a desire for more opportunities to learn about disabilities and how to incorporate accessibility in their work.

**Four-year actions:** The following actions are intended to raise awareness among City employees about accessibility.

| Action description  | Related City Program / Service                                   |
|---|--|
| <b>Continue to build accessibility awareness among staff and people leaders:</b> Increase awareness among employees and people leaders on accessibility barriers and provide appropriate training and resources necessary to identify and mitigate these barriers.                                    | Positive employee experience / Employee training and development |
| <b>Provide procurement staff awareness training:</b> Provide training for City buyers to increase awareness and highlight opportunities for increased accessibility considerations through the procurement planning process.  | Financial sustainability / purchasing service                    |
| <b>Provide infrastructure accessibility training:</b> Provide training for staff working on infrastructure projects to help identify and prevent accessibility barriers within their work. Enhance accessibility awareness among business and industry partners, such as consultants and contractors. | Positive employee experience / Employee training and development |
| <b>Deliver construction contractor training:</b> Deliver online training to construction contractors on “Safe and Accessible Worksites” to build an understanding of  | Positive employee experience / Employee training and development |

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| appropriately accommodating pedestrians on City projects.   |  |
| <b>Improve awareness on accessible project deliverables:</b><br>Create awareness among staff about application of accessible communication methods for project deliverables such as reports, drawings and presentations of infrastructure projects.   | Positive employee experience / Employee training and development |
| <b>Improve service dog awareness:</b> Increase awareness among frontline staff on Service Dog legislation and right to access by promoting the Corporate Guidelines on Service Dogs.  | Positive employee experience / Employee training and development |
| <b>Provide City Operations staff accessibility awareness training:</b> Create more awareness on accessibility barriers for people with disabilities and ensure employees in City Operations including Parks and Roads Services, Fleet and Facility Services and Waste Services are better equipped to identify and mitigate accessibility barriers by providing them with training and resources. | Positive employee experience / Employee training and development |
| <b>Increase accessibility awareness among Urban Planning and Development Services staff:</b> Provide accessibility awareness training and opportunities for experiential learning to Urban Planning and Development Services staff.   | Positive employee experience / Employee training and development |