

Report on "AccessAbility" Day, December 9, 2011 at Ottawa City Hall



Following introductory remarks by the Mayor, City Manager and others, participants divided into 3 groups to discuss the following topics:

1. Information and communication supports
2. Employment opportunities at the City of Ottawa
3. Transportation: moving around the City.

The Ottawa Chapter SAC members attended the Transportation session which we have been most involved with recently. The session covered the topics of accessible taxis, ParaTranspo and regular OTranspo services, and the planned light rail service.

The Presentation Slides for this session can be found at

ottawa.ca/residents/accessibility/comap_programs/transportation_en.pdf

A summary of the discussion is as follows:

1. Most people were fairly happy with the accessible taxi service now that a major overhaul of the regulations has had time for implementation. The City is vigorously pursuing any breaches of these regulations. There are still instances of uncooperative drivers. Consequently, if you encounter problems with the service you are encouraged to contact the City by phone at 311, to provide a description of your complaint and the taxi number.
2. Most people were also reasonably happy with ParaTranspo, particularly the courtesy and helpfulness of the drivers. There were some complaints about the bad springing on the vehicles and some new vehicles will be purchased.
3. For regular OTranspo buses the drivers were thought in most cases to be polite and helpful. The main complaints concerned overcrowded buses that could not pick up passengers, disabled or otherwise and problems with priority seating.
4. With respect to malfunctioning elevators, it was claimed that elevators at transit stations are checked every morning and if necessary a maintenance crew is called in right away.
5. It appears that the City is aware of most of these problems and has plans to deal with them, but implementation will take time. Other problems you may encounter may be passed on to the SAC through contact with Robyn Olivier at robyn.olivier@mssociety.ca.
6. The planned Light Rail System is still in the planning stage, but accessibility will be front and centre during the design with tactile, visual, aural aspects taken into account.
7. The key contacts on accessibility issues at City Hall are **Kathy Riley, Accessibility Analyst, 613-842-3636 ext. 2873** or by clicking [HERE](#) on general accessibility issues or, on the subject of Accessible Taxis, contact **Linda Anderson, Chief, By-law and Regulatory Services at 613-580-2424 ext. 29257** or by clicking [HERE](#).
8. City staff are very anxious to hear from users of any parts of the transportation system regarding problems and suggested improvements, by contacting the above directly or using the 311 number.

In addition to the preceding, a brief report on the event can also be found on the City of Ottawa Website at

ottawa.ca/residents/accessibility/events/accessabilityday_en.html.

General information regarding Accessibility at the City of Ottawa can be found at

ottawa.ca/residents/accessibility/index_en.html