



Accessibility Plan Progress Report

2024

ST. JOHN'S

Accessibility Journey Timeline



Key Focus Areas

**Design and Delivery
of Programs and
Services**

**Built Environment
and Transportation**

**Information and
Communication**

Accommodations

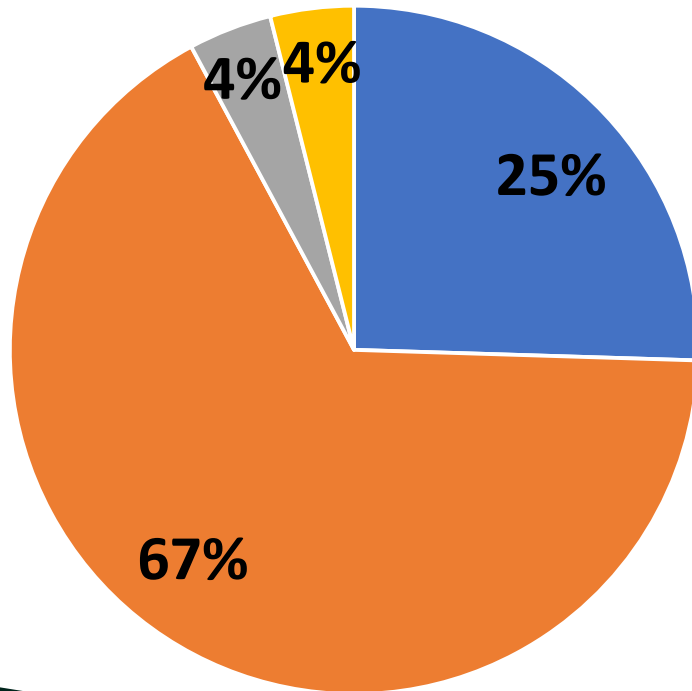
Procurement

Employment

2024 Progress

2024 Accessibility Actions

■ Completed ■ On Track ■ Behind ■ Overdue



51 Actions Initiated

- 13 completed
- 34 on track
- 2 behind but progressing
- 2 overdue but progressing

2024 Highlights

- Incorporated CSA B651 Accessible Design Standards in City facilities.
- Enhanced park and playground accessibility with six new accessible swings, a beach access mat at Rotary Park and accessible rest areas at Bidgood Park, Rotary Park and along the Kelly's Brook shared-use path.
- At the end of 2024, 18 kilometers of shared-use paths were completed and 11 more kilometers are being planned and constructed.
- Installed 5 new accessible bus shelters, bringing the total to 75.
- Improved accessible transportation with new wheelchair-accessible buses and a GoBus service review that increased weekend availability and reduced ride denials.

2024 Highlights Con't

- Installed accessible pedestrian signals and improved crosswalk accessibility.
- Updated the City's websites, including Curb It St. John's and Robin Hood Bay, to meet Web Content Accessibility Guidelines (WCAG) 2.1 AA.
- Launched an accessible parking webpage featuring an interactive map.
- Purchased additional assistive listening devices for recreation centres and Access 311.
- Enhanced workplace inclusion and employee support by establishing a Psychological Wellness Committee, launching the accessible Reach 360 learning platform, and updating the Employment Equity Policy with inclusive language.

Upcoming Plans

- Open the new H.G.R. Mews Community Centre and new accessible community garden.
- Enhance playground accessibility by installing 20+ new playground communication boards, up to 3 new accessible swings, developing an online map identifying playgrounds that include accessible equipment and installing new accessible play equipment and accessible surface at Bowring Park playground.
- Install new accessible pedestrian signals at prioritized intersections.
- Finalize an Accessibility Accommodations Policy.
- Increase the number of housing units in the city that include universal design through the Housing Accelerator Fund.
- Investigate new staff training and learning opportunities and opportunities to improve public awareness about matters of accessibility and inclusion.

Upcoming Plans

- Improve winter pedestrian route accessibility by adding an additional 8 kilometers to the sidewalk snow clearing program.
- Develop a new Metrobus Diversity and Inclusion Policy.
- Install 6 new accessible bus shelters to bring the total number to 81.
- Purchase 8 new wheelchair accessible busses.
- Implement Metrobus route 10 as a wheelchair accessible route and plan for additional wheelchair accessible routes.
- Implement a new automated onboard stop announcement system on all Metrobus routes.