



Accessibility Plan 2023-2028



The Corporation of the City of Orillia
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Adopted by Council: December 11, 2023
2024 updates received by Council: January 13, 2025
2025 updates received by Council: January 26, 2026

Available in alternate format upon request.
Please call 705-325-1311 or email councilservices@orillia.ca

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1. A message from City Council



At the City of Orillia, we value accessibility and look to provide accessible options with all our services. We are committed to creating and maintaining accessible environments where residents and visitors can have access to programs and services in a way that will respect their dignity and independence. Your City Council fully supports the goals of the Accessibility for Ontarians with Disabilities Act (AODA) and remains committed to working with the Accessibility Advisory Committee and City Staff to establish policies, practices, and procedures which are consistent with the accessibility standards established under the AODA.

Local municipal governments play a significant role in the planning and development of communities and through the dedicated efforts of the City's Accessibility Advisory Committee, the City of Orillia offers wide range of municipal processes created to ensure that public services and facilities are accessible to everyone. It is a priority of the City to ensure accessible customer service, information and communication, employment, streets, parks, meeting places, programs, services, public buildings, and elections.

By making accessibility a priority, the City of Orillia ensures that it continues to be a great place to live, work and play for everyone.

2022-2026 Council Priorities:



Community First

[Learn more](#)



Helping our Most Vulnerable

[Learn more](#)



Business Retention and Culture

[Learn more](#)

2. A message from the Accessibility Advisory Committee



The City of Orillia's Accessibility Advisory Committee (AAC) is comprised of dedicated volunteers, appointed by Council to provide input and guidance on accessibility needs, to make recommendations for improvements and to increase awareness across all City facilities, programs, and services.

The Orillia Multi-Year Accessibility Plan is developed and reviewed by the AAC in compliance with the Accessibility for Ontarians with Disabilities Act (AODA). Ontario Regulation 191/11 - Integrated Accessibility Standards Regulation (IASR) established under the AODA requires all municipalities to prepare a Multi-Year Accessibility Plan (MYAP) to outline the organization's strategy to prevent and remove barriers and to meet the Plan's requirements in the IASR.

This plan guides the City of Orillia in achieving a vision of providing all people with consistent opportunity and access to City goods, services, and facilities. Accessibility is essential to build on our City's unique lakeside profile as a tourist destination, a business and economic development hub and retirement community. Many local businesses recognize that accessibility can strengthen their bottom line, grow their client base and many of our leisure activities are inclusive for people of all ages and abilities.

Council Members, staff, and residents alike agree that accessibility represents freedom, equality, independence, and community for all. The AAC will continue its work in identifying physical and / or attitudinal barriers city-wide, with universal access in mind. As a Committee, we welcome and encourage comments, input, and feedback in our continuing efforts to make Orillia a leader among accessible communities in Ontario.

For more information, please contact:
Orillia Accessibility Advisory Committee
c/o Corporate Services Department – Council Services Division
Email: councilservices@orillia.ca





3. Municipal Profile

The City of Orillia, also known as the “Sunshine City”, is in the heart of Ontario’s Lake Country. It is located on the southwest shore of Lake Couchiching, to the west of the Atherley Narrows where Lake Simcoe and Lake Couchiching join. Orillia is a place for everyone from the Port of Orillia at the City’s waterfront to the numerous beaches and parks to the Stephen Leacock Museum National Historic Site. Orillia is home to Lakehead University, Georgian College, Orillia Soldiers’ Memorial Hospital, the OPP General and Regional Headquarters, and the Office of the Solicitor General.

Orillia was founded in 1867 and became a City in 1969. The current population is approximately 34,000.

The City of Orillia is a single-tier municipality and is responsible for the delivery of municipal services and programs, as well as the maintenance of many buildings and facilities. Further, the City provides support through its tax base for certain services that are the responsibility of the County of Simcoe as follows:

- Ontario Works
- Children’s Services
- Long Term Care
- Social Housing
- Land Ambulance

Health Unit Services are provided by the Simcoe Muskoka District Health Unit.

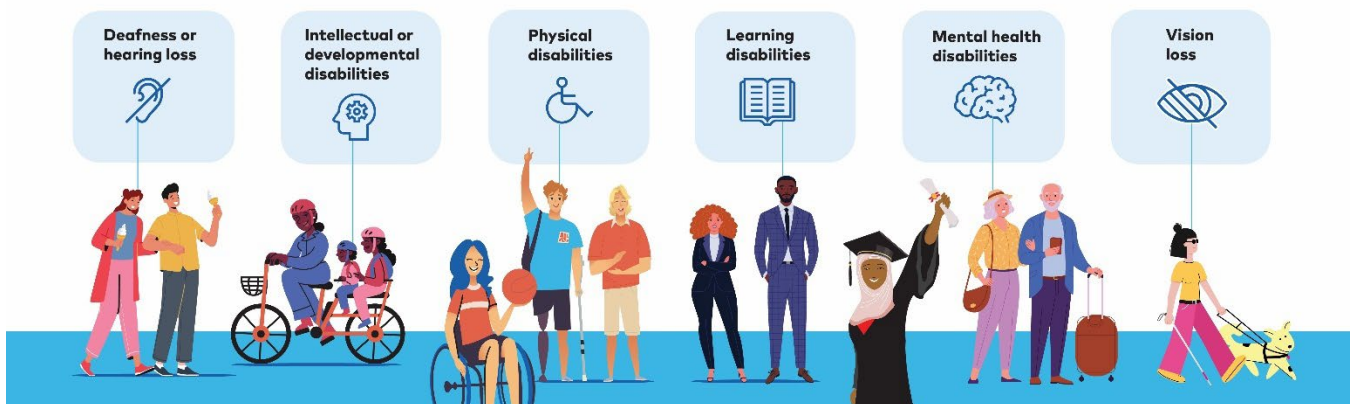
As required under AODA, the County of Simcoe and Simcoe Muskoka District Health Unit are also required to prepare an Accessibility Plan covering their service delivery.

4. Accessibility Planning

Working Together to Embrace and Lead Accessibility

What is Accessibility?

Giving people of all abilities the opportunity to participate in everyday life.



The City of Orillia, both as an employer and service provider, is committed to barrier free access and will:

- Take a leadership role in setting an example to the business, institutional and volunteer sectors in terms of access and integration, employment equity, communications, recreation, transportation, housing, and education.
- Identify barriers and gaps in existing facilities and services.
- Continually improve the level of accessibility of municipal facilities, programs, and services.
- Actively encourage input from all segments of the community in the design, development and operation of new and renovated municipal facilities and services.
- Ensure the provision of quality services to all members of the community with disabilities.
- Provide resources and support to give effect to the Plan.
- Promote accessibility within the community.

4.1 Identification of Barriers

The intent of the Plan is to prevent, identify and remove barriers. Barriers are obstacles that stand in the way of people with disabilities from being able to do day-to-day activities that people take for granted. A barrier is anything that prevents a person with a disability from fully participating in all aspects of society because of a disability. The traditional definition of a barrier used in the context of accessibility has been

expanded to include obstacles beyond physical boundaries.

There are other categories of barriers to consider, such as:

Environmental Barriers: Features, buildings, or spaces that restrict or impede physical access. For example, a doorway that is too narrow to accommodate entry by person in a motorized scooter.

Communication Barriers: Obstacles with processing, transmitting, or interpreting information. For example, print on a brochure that is too small to read or documents not available in alternative formats.

Attitudinal Barriers: Prejudgments or assumptions that directly or indirectly discriminate. For example, when a sighted person assumes that all visually impaired persons can read Braille.

Technological Barriers: Occurs when technology cannot, or is not, modified to support various assistive devices and / or software. For example, a website that does not provide for increased text size or contrast options.

Systemic Barriers: Barriers within an organization's policies, practices and procedures that do not consider accessibility. For example, listing a driver's license as an employment qualification for an office position may prohibit persons with visual impairments from applying.

4.2 Consultation

City departments and divisions, AAC members and members of the public were provided with the opportunity to have input into the Plan. A community survey was also conducted to hear feedback and comments from the public.

4.3 Review and Monitoring

Annual status reports on the progress of measures taken to implement the City's strategy to prevent and remove barriers are prepared and reviewed by the AAC prior to being presented to Council.

4.4 Communications

Copies of the Plan and the annual status reports will be made available in an accessible format upon request and on the City's website at www.orillia.ca

4.5 Feedback

Listening to feedback is an integral part of the evaluation process. City Policy 1.14.1.2 - Integrated Accessibility Standards sets out the feedback process. City staff ensure that the feedback process is accessible to persons with disabilities by providing, or arranging for the provision of, accessible formats and communication support, on request.

Members of the public are notified of the availability of accessible formats and communication support with respect to the feedback process through the City's website.

Feedback is always welcome.

5. Integrated Accessibility Standards Regulation (IASR)

The Integrated Accessibility Standards Regulation (IASR) - Ontario Regulation 191/11 covers accessibility standards including Information and Communication, Employment, Transportation, Design for Public Spaces (including the built environment), and Customer Service.

There is a phased-in approach to compliance with deadline dates for each standard being based upon organization type and size, with the goal of a fully accessible province by 2025.

5.1. Information and Communication Standard

The Information and Communications Standards of the AODA list the rules for organizations to create, provide, and receive information and communications that people with disabilities can access. The standards give all people an equal chance to learn and be active in their communities.

Accessible Formats and communication support

Organizations must provide or arrange accessible formats and communication support when providing information to people with disabilities, upon request.

Accessible formats, sometimes called alternate formats, are ways of presenting printed, written, or visual material so that people with print disabilities can access it.

For instance, accessible formats include:

- Braille
- Large print
- Accessible digital files, such as:
 - Html
 - Microsoft Word
- Audio
- Text transcripts of visual or audio information

Accessible formats and communication support must be given in a timely manner when requested. Moreover, organizations cannot charge more for accessible formats or communication supports than for the original format.

Organizations should work with the person asking for the information to find out what format or support the person needs. If conversion to a certain accessible format or communication support is not technically possible, the organization must explain why and summarize the information.

5.2. Employment Standard

The Employment standard focuses on policy, procedures, and training requirements to identify and remove barriers in the workplace.

This standard requires employers to have processes in place to determine an employee's accommodation needs. This component also addresses key processes in the life cycle of a job such as recruitment, assessment, selection, and retention.

The City's Human Resources Division ensures all policies and practices reflect the requirements under the AODA and will continue to develop or update policies as necessary for compliance with this and other legislation.

5.3. Transportation Standard

The Transportation standard was developed to provide accessibility to public transportation including taxis and transit buses, and emergency procedures. The goal of this standard is to enable residents and visitors to have the opportunity to live, work and participate in the community. Specific requirements regarding all aspects of the experience of using transportation are addressed.

An annual public consultation meeting shall take place regarding public transportation, including the proportion of on-demand accessible taxicabs and the construction or re-development of on-street parking spaces. The annual meeting will be advertised in the City Bulletin, on the City's website and through the City's corporate social media channels.

As a large designated public sector organization having more than fifty employees, the City shall comply with the date specific to this classification.

5.4. Design of Public Spaces Standard

The Design of Public Spaces standard focuses on removing barriers in public spaces and buildings that are newly constructed or redeveloped. Technical requirements have been developed for recreational trails, beach access, outdoor public use seating areas, outdoor play spaces, exterior paths of travel, service counters, maintenance, etc. Understanding a wide variety of barriers for persons with disabilities in the physical environment is essential to implementation of the standard.

The City will ensure that persons with disabilities, the Accessibility Advisory Committee and the public shall be consulted when constructing new or redeveloping recreational trails, outdoor play spaces and the design and placement of rest areas along exterior paths of travel.

An annual public consultation meeting shall take place with respect to an update from staff regarding upcoming development or redevelopment of public spaces. Staff will review the design standards that must be met and how they are meeting them. The annual meeting will be advertised in the City Bulletin, on the City's website and through the City's corporate social media channels.

The City understands the importance of a built environment that allows for independence and participation for persons with disabilities. Public spaces will receive regular inspections and preventative maintenance to ensure that accessible elements are in proper working order. If an accessible element (ramp, tactile surface, elevator, etc.) becomes damaged and is unusable a service disruption notification will be placed on the City's website as well as social media accounts. Emergency maintenance will take place to ensure that the accessible element is restored to working order as soon as possible.

In addition to the Design of Public Spaces Standard, the Ontario Building Code has been amended to include accessible requirements. The amended Building Code is

used when the City is issuing building permits and conducting building inspections.

5.5. Customer Service Standard

The Customer Service Standard ensures that people with disabilities receive goods and services in a manner that considers their disability.

Accessible customer service means dignity, independence, integration, and equal opportunity for all people.

All City staff are trained on the practices and procedures for accessible customer service including the following:

- The use of assistive devices by persons with disabilities;
- The use of service animals by persons with disabilities;
- The use of support people by persons with disabilities;
- Notice of temporary disruptions in services and facilities.

Working Together to Embrace and Lead Accessibility

What is Accessibility?

Giving people of all abilities the opportunity to participate in everyday life.



6. Conclusion

The City of Orillia continues in its efforts and commitment to remove barriers from within all municipal facilities – buildings, parks, trails, amenities.

While the goals outlined in this plan are primarily directed towards persons with disabilities, many of the achievements associated with accessibility will benefit all City of Orillia residents.

In accordance with provincial legislation, the City will continue to meet its compliance obligations by developing and implementing programs, policies and initiatives that create and maintain an accessible and inclusive community.

The identification and removal of barriers will continue to be an ongoing activity for City staff and Accessibility Advisory Committee members.

For further information, please visit orillia.ca/accessibility or contact:

Corporate Services Department – Council Services Division:

Robin Cadeau, Assistant Clerk
Karandeep Gill, Coordinator, Council Services and Corporate Services Projects

50 Andrew Street South, Suite 300
Orillia, ON L3V 7T5
Tel: 705-325-1311
Email: councilservices@orillia.ca

Other Accessibility Resources:

Ontario Government: <https://www.ontario.ca/page/accessibility-in-ontario>

Ministry for Seniors and Accessibility: <https://www.ontario.ca/page/ministry-seniors-accessibility>

More about Accessibility Laws: <https://www.ontario.ca/page/about-accessibility-laws>

Schedule “A” Municipal Facilities

Administrative and Municipal Services Facilities:

Orillia City Centre

- Regularly updated since becoming Orillia’s City Hall in 1997.
- In the last 10 years the building has upgraded with accessible washrooms on the 1st and 3rd floors, visual fire alarms, and universal sliding front doors which are currently slated for replacement.
- In 2023, the Council Chamber underwent a complete and comprehensive renovation for accessibility improvements and greater public engagement opportunities through new technology.
- 2023: addition of Water Bottle Filling Station
- 2026: New accessible counter being included in the Customer Service counter space on the first floor

Orillia Public Library

- In 2012, Orillia opened the new 41,000 square foot accessible library
- In 2015, Dragon Voice Recognition Software was installed on the accessible computers.
- Stonework improvements made to pathways for safe travel.
- 2023 addition of Water Bottle Filling Station
- 2024 replaced accessible exterior automated doors on the West Street entrance
- 2026: Automated, accessible exterior doors are being replaced on the Mississauga Street and Andrew Street entrances

Fire Station #1 (Main Station) – Gill Street

- In October 2014, the City built a state-of-the-art Fire Station and 911 Communication Centre.

Fire Station #2 (Substation) – Commerce Drive

- In 2007, the City built Fire Station #2 which is wheelchair accessible.

Municipal Operations Centre – James Street West

Waste Diversion Site – Kitchener Street

- In 2002, asphalt paving was completed in the household hazardous waste depot area, and in 2009, a magnifying glass on an extendable arm was installed at the weigh scale for people with visual impairments.
- In 2016, a new accessible Waste Diversion Site building was constructed with an accessible ramp, doors and washrooms.
- In 2017, a new Scale House was constructed with an accessible ramp.

Wastewater Treatment Centre – Kitchener Street

- In 2009, an accessible ramp was added in addition to the paving of the parking lot.
- In 2017, automatic doors were installed at the front entrance of the building.

Water Filtration Plant – Bay Street

- The plant is equipped with an accessible entrance and washrooms.

Cultural Facilities:

Orillia Opera House

- In recent years, an accessible loading elevator (allowing access for performers, staff, and equipment), accessible washrooms, an accessible box office and motion sensor lighting has been installed. The Opera House now has 16 units of accessible seating located at the front of the Gordon Lightfoot Auditorium, as well as updated hearing assistive devices.
- Access to Green Room, Market Room, or Break Out Rooms
- 2023 addition of Water Bottle Filling Station
- 2024 Main entrance: stonework improvements to pathways for safe travel and resurfacing of the accessible ramp.
- 2024 Major renovation to revitalize the passenger and loading elevators

Leacock Museum

- In 2014 a major restoration project was completed including a barrier-free ramp to the main entrance and accessible washrooms.
- In 2016 an accessible ramp was installed at the main entrance of Swanmore Hall.
- Swanmore Hall / FARE Restaurant - Railing improvements and the addition of tactile surface areas to the accessible ramp.
- 2023 addition of Water Bottle Filling Station in Swanmore Hall

Leacock Boathouse

Rotary Aqua Theatre

- See comments in Schedule B – Parks and Public Spaces

Sir Samuel Steele Building

- Home of the Orillia Museum of Art and History
- In 2014 renovations were completed and the building is now equipped with an elevator to access all floors, in addition to Braille signage on the washroom and exit wall markers.

Recreation Facilities:

Barnfield Point Recreation Centre - Curling Rink & Don Shave Meeting Room

- The building was completed in 1999 and provides accessible washrooms and ramp access to the adjoining restaurant.

Brian Orser Arena

- 2024: The City undertook a major facility rehabilitation that includes many upgrades to accessible components – on track for completion by December 2025

Forest Home Recreation Centre

Kitchener Park Washroom Building

- Barrier free door controls and emergency call systems installed on one door at washroom building.

Orillia Recreation Centre

- In 2021 the new Orillia Recreation Centre opened with state-of-the-art accessibility features incorporated into its Gymnasiums, Fitness Centre, and Aquatic Centre
- 2024: Main reception desk enhancements included a new accessible counter space (went from one to two)

Orillia Youth Centre

Port of Orillia Waterfront Centre

- Opened in Spring 2017 is fully accessible and exceeds Ontario Building Code Barrier Free requirements in a number of areas including: universal shower rooms, laundry facilities with floor level machines and a barrier free folding table, slip resistant floors and an accessible reception counter.
- Houses the Boaters Lounge meeting room.

Regan House at Scout Valley

J. B. Tudhope Memorial Park – Moose Beach Washroom Building

- Barrier free door controls and emergency call systems installed on two doors.
- 2024: addition of Water Bottle Filling Station

West Orillia Sports Complex

- Opened in 2010, this is a multi-purpose facility for both indoor and outdoor activities. Accessible features include the main entry universal sliding doors, as well as two accessible change rooms.
- Rotary Place - Ice Rinks - A significant design and visual feature is that the ice surface is 800 mm (32") below the level of the main lobby; therefore, providing excellent views of the ice.
- Rotary Place - Orillia Room, Tournament Room, and Meeting Rooms
- 2023 addition of Water Bottle Filling Station at Rotary Place

West Orillia Sports Complex Washroom Building

- Barrier free door controls (three) and emergency call systems (one) installed on accessible doors at washroom building
- 2024 addition of Water Bottle Filling Station

Schedule “B” - Municipal Parks

Community Parks

Centennial Park

- Incorporates the Port of Orillia with trail connections, washrooms, boat launch and pier
- Water bottle refill stations
- Boat launch and parking reconstruction completed in 2024
- New accessible connections to the fly-by trail along the park frontage were completed as part of the Centennial Drive reconstruction
- New trails installed from the fly-by trail to connect to waterfront trails and the boardwalk.
- 2024: French’s Stand was raised and a fully accessible concrete plaza created to provide improvements for rest areas along the trails.
- 2024: New fully accessible and shaded rest and picnic area created south of the boat launch in close proximity to the lake.
- 2025: New trail wayfinding signage was installed in Centennial Park.
- 2026: Subject to budget deliberations, the Port Pavillion is due for replacement.

Couchiching Beach Park

- Accessible washroom/changeroom/snack bar facility
- Two accessible playgrounds – one near south end, second near beach
- Accessible access to swim dock
- Trail improvements from Greenhouse to Jarvis Street as well as connectivity to Centennial Park and the entire Simcoe County trail system
- Beach with lifeguards includes an accessible mat for access to the water
- Aqua Theatre audience area re-design remains incomplete at this time, but eventually will include accessibility features; project partnership is with local Rotary Club
- Re-design of Terry Fox Circle is complete; construction is anticipated to be completed in 2025. Upgrades include a reconfiguration of the trail parallel to the road with a grass buffer.
- Dr. Seymour Conservatory Greenhouse upgrades are planned to include improvements for accessibility (subject to budget approvals)

Foundry Park

- Updates include pickleball courts, skateboard park and an accessible playground now design phase – anticipated completion is in 2026
- Off-leash dog area is anticipated as a separate project in 2026

J.B. Tudhope Memorial Park & Moose Beach

- Accessible playground and splash pad
- Accessible washrooms and change rooms new in the Celebration Plaza in 2018
- Beach with lifeguards includes an accessible mat for access to the water
- In 2022 and 2023, the City received grant funds in partnership with the Mariposa Folk Festival, to create a performance platform which doubles as

pickleball courts and the event area is fully accessible and connected to other areas of the park

- Trail within the park adjacent to the parking lot has been resurfaced providing an accessible path to the beach area
- Kiwanis Club of Orillia has been approved to install a music feature playground close to the beach positioned to allow use by all ages and abilities

Kitchener Park

- Accessible washroom, changeroom, and snack bar
- Accessible playground
- Off-leash dog zone

Scout Valley

- Scout Valley is managed under a Conservation Easement as a natural public area that includes hiking trails and interesting ecological features
- Wayfinding and interpretive signage near the parking are table top style story boards that are accessible
- Other signage provides mapping details regarding slope, level of skill and physical ability required to hike the trails
- The trails are not deemed to be accessible in this protected natural area

Veterans' Memorial Park

- Trail resurfacing completed in 2023
- 2024: New shade sail installed over the rest area connected to the Kiwanis Skateboard Park

West Orillia Sports Complex

- Sports fields, accessible playground, a lit artificial turf sports field
- 2025: In partnership with Lakehead University, a new scoreboard has been installed featuring improved LED lighting features
- Public art installations along the looping trail are accessible for viewing and provide points of interest
- Multi-use asphalt trail next to University Avenue resurfaced
- 2025: Installed new entry signage for improved wayfinding using improved LED lighting

Neighbourhood Parks

Clayt French Park

- Off-leash dog zones
- Splash pad and washrooms
- Accessible playground
- Picnic tables and shelter
- Pedestrian pathways
- 2025-2026: washroom accessibility will be reviewed and updated

Forest Home Park

- Ball hockey rink
- Also used as an entry to Scout Valley with appropriate signage
- The leaseholder upgraded the parking lot with two paved and accessible parking spaces

Franklin Carmichael Park

- Planned for playground updates, pending budget approvals, in 2024 and is now in design phase – anticipated completion is in 2026

Hillcrest Park

- Accessible splash pad and shade structure
- Accessible pathways and playground surface
- 2024: Community garden completed
- 2025: Planning to install raised accessible garden plots, subject to grant application and award.

Homewood Park

- Accessible loop trails, washrooms, and playground
- Picnic tables and shelter

McKinnell Square Park

- Accessible parking access
- Accessible washroom and playground
- Barrier-free access to the accessible splash pad

Morningstar Park

- A new master plan for this location is to be completed in 2026

Victoria Park

- Accessible splash pad
- Updated playground
- Accessible ramp and trails are connected through the park's two adjacent sidewalks

Walter Henry Park

- a park built in 2020 with a large variety of accessible features connected by paved and accessible trails throughout
- includes adventure playground, including a tree fort and tube slide
- zipline with an accessible seat
- swing sets with accessible seats
- fully accessible splash pad
- accessible washroom building
- pickleball courts, a half basketball court, toboggan hill
- butterfly garden

West Ridge Park

- Playground replacement was completed in 2023
- New sidewalk connections were made to provide access to a central gathering area with tables and benches

Parkettes

Parkettes are small public spaces within a residentially developed area that are modestly improved to sometimes include small playgrounds, seating areas and plantings. When upgrades occur, accessibility is improved by constructing asphalt or concrete trails and sidewalks for connectivity to all features.

Dorset Park

- Playground replacement completed in 2023

High Street Park

- Playground is accessible
- 2025: Planning to install raised accessible garden plots, subject to grant application and award

Kaneff Park

- Playground replacement completed in 2023

Lakeview Park

- Accessible playground with woodchips

Mac Carter Park

- Accessible boardwalk from trail to park
- Accessible playground with woodchips

York Street Park

- 2024: Community garden near completion
- 2025: Planning to install raised accessible garden plots, subject to grant application and award

Recreational Trails

The City of Orillia has the **Lightfoot Trail System** consisting of paved trails stretching from Severn Township at the north; Ramara Township at the east and connecting to Rama First Nation; and Oro-Medonte Township at the south and west. Within the trail system there are also a variety of loop trails, some of which provide opportunities for greater active transportation connectivity city-wide.

- Scout Valley Trails
 - Sugarbush Loop
 - Algonquin Loop
 - Homestead Loop

- Clayt French Park Loop
- Foundry Park Loop
- Homewood Park Loop
- Tudhope Park Loop
- West Ridge Park Trail

The City has been working to resurface the asphalt trails to ensure the surfaces are safe, accessible and maintained in good condition.

- The City resurfaces approximately one km of trail per year and anticipates the entire system to be resurfaced within the next five years. (The extent of resurfacing is based on budget availability and the current year's costs of construction.)
- Resurfacing projects include the following safety features – white center lines, directional arrows, stop bars, and p-gates.

Wayfinding signage and mapping is ongoing along the trail system with improvements anticipated to be completed over the entire system in the next five years.

- Improvements for communications related to trail safety and etiquette have been a recent priority including the installation of regulatory signage across the waterfront trail.
- All municipalities are tasked with working towards solutions for shared trail use for pedestrians, regular bicycles, and e-powered bicycles, scooters and other assistive devices for mobility.

Parks staff inspect trails regularly for hindrances to accessibility and safety.

Schedule “C” - Audible Pedestrian Signals

Audible Pedestrian Signals are devices that allow people with visual impairments to cross at intersections safely.

The City has a new standard - Accessible Pedestrian Signals (APS) Polara units.

Polera is a device that “communicates the information provided by pedestrian signal heads in non-visual formats (i.e. audible tones, messages and vibrotactile indications) to pedestrians with blindness or low vision.”

The north/south crossings make a “cuckoo cuckoo” sound, and the east/west crossings make a “chirp chirp” sound. The newer type has upgraded components to a “pedestrian activated audible beaconing” system. In addition to the cuckoo or chirp to cross the street, the newer systems also provide an announcement of the street name and when not to cross.

The City has also been replacing the old LED Hand / Person walk displays with the new Countdown Pedestrian Double Head Display Signals (PCS), installed at all intersections.

Old



New



The following are a list of intersections that have the upgraded systems:

- Andrew Street at Colborne Street West
- Andrew Street at Mississauga Street West
- Atherley Road at Gill Street – has countdown
- Atherley Road at Forest Avenue
- Barrie Road at Memorial Avenue
- Colborne Street West at Dunedin Street
- Colborne Street West at Dunlop Street
- Colborne Street East at Peter Street South
- Colborne Street East at Front Street South – has countdown
- Colborne Street at West Street South – planned by Q1 of 2026
- Coldwater Road at Collegiate Drive – has countdown
- Coldwater Road at Patrick Street – planned by Q1 of 2026

- Coldwater Road at West Street North
- Coldwater Street at Front Street North – has countdown
- Coldwater Street at Peter Street North
- Fittons Road at West Street North - has countdown
- Front Street South at King Street – has countdown
- Laclie Street at North Street East – has countdown
- Memorial Avenue at the Georgian College entrance
- Mississaga Street at West Street
- Mississaga Street East at Front Street – has countdown
- Mississaga Street East at Peter Street
- Mississaga Street West at O'Brien Street PXO
- Mississaga Street West at Westmount Drive
- Monarch Drive at the TD Bank Plaza entrance
- Old Barrie Road at University Avenue – has countdown
- University Avenue at Diana Drive – has countdown
- University Avenue at the Costco entrance – planned by Q1 of 2026
- University Avenue at Swinimer Drive – has countdown
- West Ridge Boulevard at Bass Lake Side Road
- West Ridge Boulevard at Monarch Drive
- West Street North at Brant Street – has countdown
- West Street North at Commerce Drive

Next planned upgrades are:

- 2025:
 - James Street at Memorial Avenue
 - Laclie Street at Fittons Road
- 2026:
 - Fittons Road at Park Street
 - Westmount Drive North at Woodside Drive (entrance to Shopper's Drug Mart / Quality Inn)

New Pedestrian Crosswalks - PXO

Designated road crossing for pedestrians where no traffic signals are present with options for road markings, lights, tactile strips, etc.

Orillia has 5:

- Mississaga Street West at O'Brien Street
- Reactivated West Street North traffic lights between Borland Street and North Street (at the County Orillia Campus – former ODCVI school property)
- Added Peter Street North between Borland Street East and North Street East (at the County Orillia Campus – former ODCVI school property)
- Coldwater Road between Emily Street and Cameron Street (pilot project)
- Park Street near Calverley Street
- Fittons Road West near Alexander Street for access to Orchard Park Public School

Schedule “D” - Municipal Parking

In 2024, an additional accessible space was added on the south side of Lot 2 along Colborne Street East.

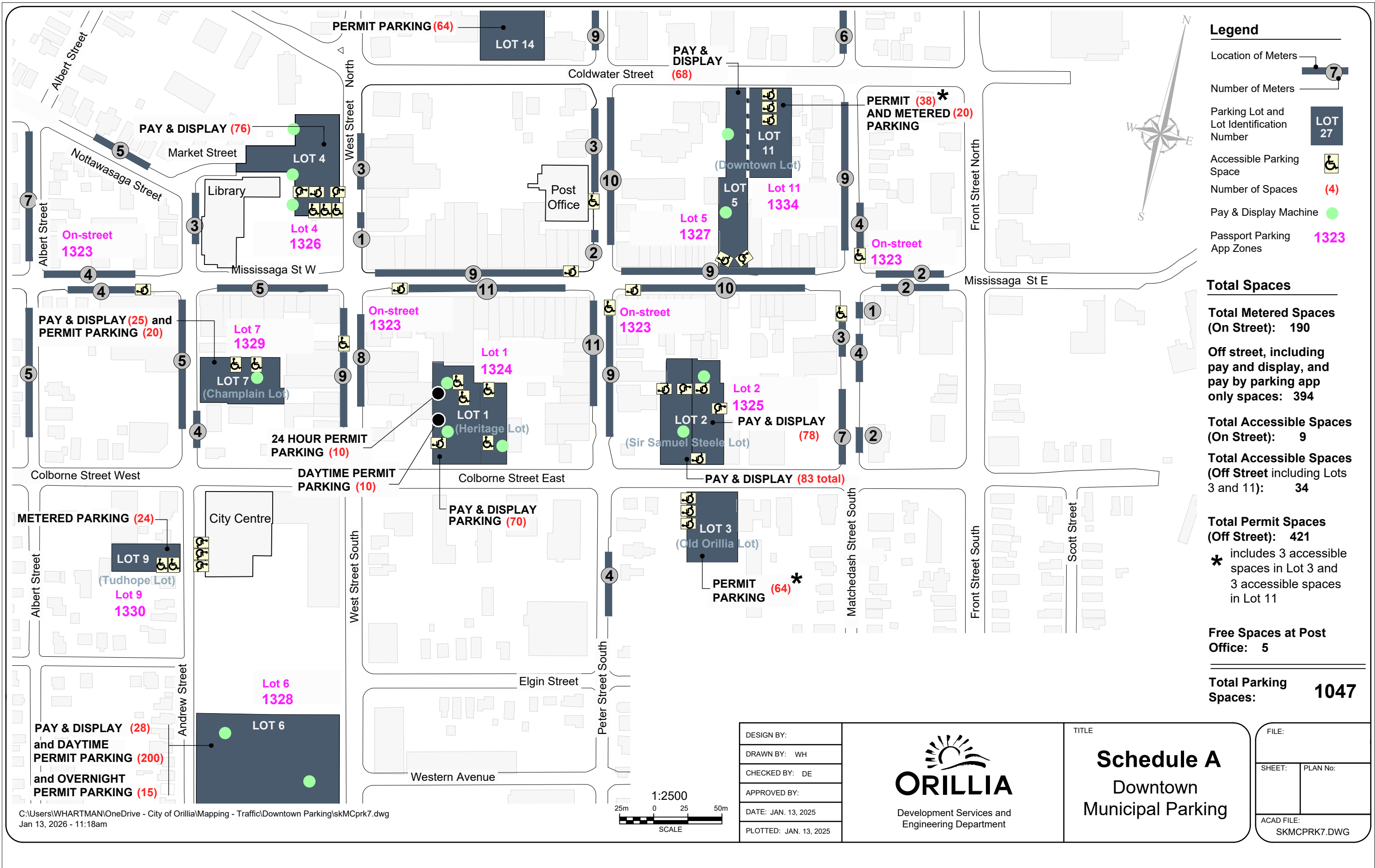
In 2026, it is anticipated that a municipal lot leased from others will be decommissioned (Lot 10), resulting in the loss of 3 accessible spaces. A new parking lot is planned for design in 2026 at 66 Peter Street, subject to budget approvals.

The total number of accessible spaces is 42;

- **34** spaces located off-street (includes 3 spaces at the main entrance to the Orillia City Centre)
- **9** spaces located on-street throughout the Business Improvement Area

Parking in any accessible space in the downtown area is free when an Accessible Parking Permit is displayed. The time limit is displayed on the signage adjacent to the space.

The City’s website is updated regularly with [parking information](#) and the updated 2025 Downtown Parking Map is included on the next page of this schedule.



Legend

- Location of Meters
- Number of Meters
- Parking Lot and Lot Identification Number
- Accessible Parking Space
- Number of Spaces
- Pay & Display Machine
- Passport Parking App Zones

Total Spaces

Total Metered Spaces (On Street): 190

Off street, including pay and display, and pay by parking app only spaces: 394

Total Accessible Spaces (On Street): 9

Total Accessible Spaces (Off Street including Lots 3 and 11): 34

Total Permit Spaces (Off Street): 421

* includes 3 accessible spaces in Lot 3 and 3 accessible spaces in Lot 11

Free Spaces at Post Office: 5

Total Parking Spaces: 1047

DESIGN BY:
DRAWN BY: WH
CHECKED BY: DE
APPROVED BY:
DATE: JAN. 13, 2025
PLOTTED: JAN. 13, 2025



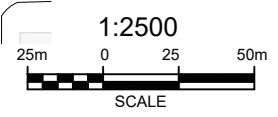
TITLE

Schedule A

Downtown Municipal Parking

FILE:	
SHEET:	PLAN No:
ACAD FILE:	SKMCPK7.DWG

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Jan 13, 2026 - 11:18am



Schedule “E” – Orillia Transportation

Orillia Transit and Orillia Wheelchair Limousine Service (OWLS)

The City of Orillia operates a public transportation system (Orillia Transit) with six (6) bus routes as well as specialized wheelchair transportation service (Orillia Wheelchair Limousine Service - OWLS) for people with mobility disabilities.

Transit Buses:

The Orillia Transit System currently has ten (10) transit buses and two specialized transit buses (one new in 2025 and the older model is now a spare). All the transit buses are physically accessible including driver-operated ramps.

Features of Orillia Transit’s accessible conventional buses:

- Automated, audible and visual stop announcements
- High visibility (chrome yellow) step tread markings and grab rails
- Larger high visibility (yellow lettering) destination signage
- Easier accessible seating, near front
- Lower elevation bus-stop request button (at selected seating)
- Kneeling feature (front of bus lowers to minimize step up from curb)

Accessibility Equipment Failures

- Should accessibility equipment failures occur on conventional or OWLS buses, the City’s transit contractor is responsible for the immediate replacement of the failed vehicle with an accessible vehicle.
- The use of non-accessible vehicles is not permitted.

Specialized Transportation:

- The City operates one specialized transit vehicle operating as OWLS (Orillia Wheelchair Limousine Service)
- OWLS is a curb-to-curb accessible transit service intended for persons unable to use Conventional Transit due to a disability.
- Eligibility is considered on a case-by-case basis. A complete application is required to determine eligibility for new and renewal OWLS clients.
- Approved OWLS memberships are valid for four years from the date of approval, and cardholders must reapply prior to their expiry date to avoid service disruptions.
- OWLS members who require assistance while using the service are recommended to register an attendant to travel with them on all trips. Attendants ride free if registered with the OWLS user.
- OWLS encourages clients to book trips 24 hours in advance. However, during regular service hours clients are served immediately if the OWLS vehicle is available.
- OWLS’ service hours coincide with conventional bus hours.
- The City monitors the demand and implements steps to reduce waiting times as required.

Accessibility Measures taken at the transit level (policies and procedures)

- Regular drivers' meetings (Orillia Transit and OWLS) to discuss service improvements, customer complaints & accessibility issues
- Logging of all transportation complaints and/or suggestions
- Review of policies and procedures with the Transportation and Parking Working Group and Accessibility Advisory Committee as required
- Driver sensitivity and equipment training (ongoing)
- Schedules are easy to understand, and readily available online, at City Hall and on the buses
- New payment options using cOnnect fare cards – cards can be purchased and loaded with funds online, at City Hall or the Orillia Public Library

Transit Shelters and Concrete Transit Pads

- Transit shelters when installed or updated are improved for accessibility by adding a concrete pad to meet the access point for the rider
- The City currently has 39 accessible transit shelters which include the three located at the Downtown Terminal (by the intersection of West Street and Mississauga Street)
- The City installs three new transit shelters annually. The Accessibility Advisory Committee and Transportation and Parking Working are consulted to consider new locations.
- 2024 transit shelters have been installed at the following locations:
 - southeast corner of West Ridge Boulevard and Monarch Drive
 - West Ridge Blvd outside of Spencer House
 - Memorial Avenue in front of Kelsey's
 - 250 West Street North and was upgraded to an accessible stop and includes a bus layby
- Accessibility concerns were addressed at two transit stops in 2024.
- 2025 transit shelters have been installed at the following locations:
 - University Avenue at the West Orillia Sports Complex
 - Southeast corner of Coldwater Road at Patrick Street near Victoria Park
 - Southeast corner of West Street North and Commerce Road.

Customer Feedback

- Customer feedback for conventional and specialized transit is received through designated telephone numbers that are available 24 hours per day to speak to a representative during regular business hours or to leave a message after hours.
- Calls are logged to monitor, manage, and evaluate customer feedback.
- Feedback is also encouraged through the City website by providing contact information for phone and email.

Transit Fare Changes

- Transit fares are being reduced as a result of Council's priority to help the most vulnerable in our City for a 15-month trial period to begin on January 1, 2026.
- Fare reductions on single rides is 35.5%, and on a monthly pass is 56%.
- Staff will be returning results and impacts of the trial on the overall transit service for 2027 budget deliberations.

Consultation with the Accessibility Advisory Committee

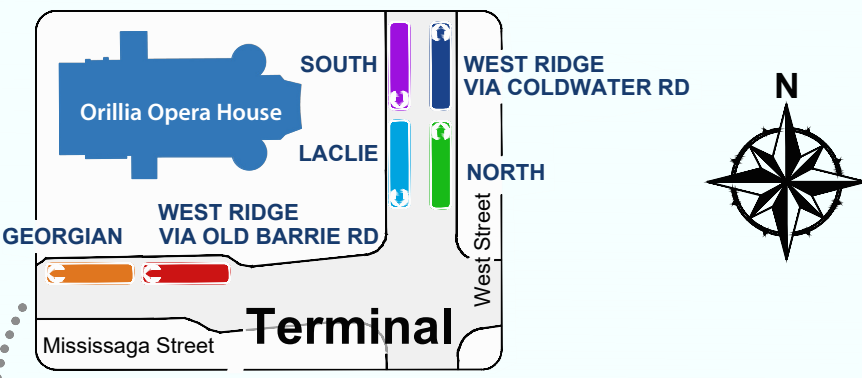
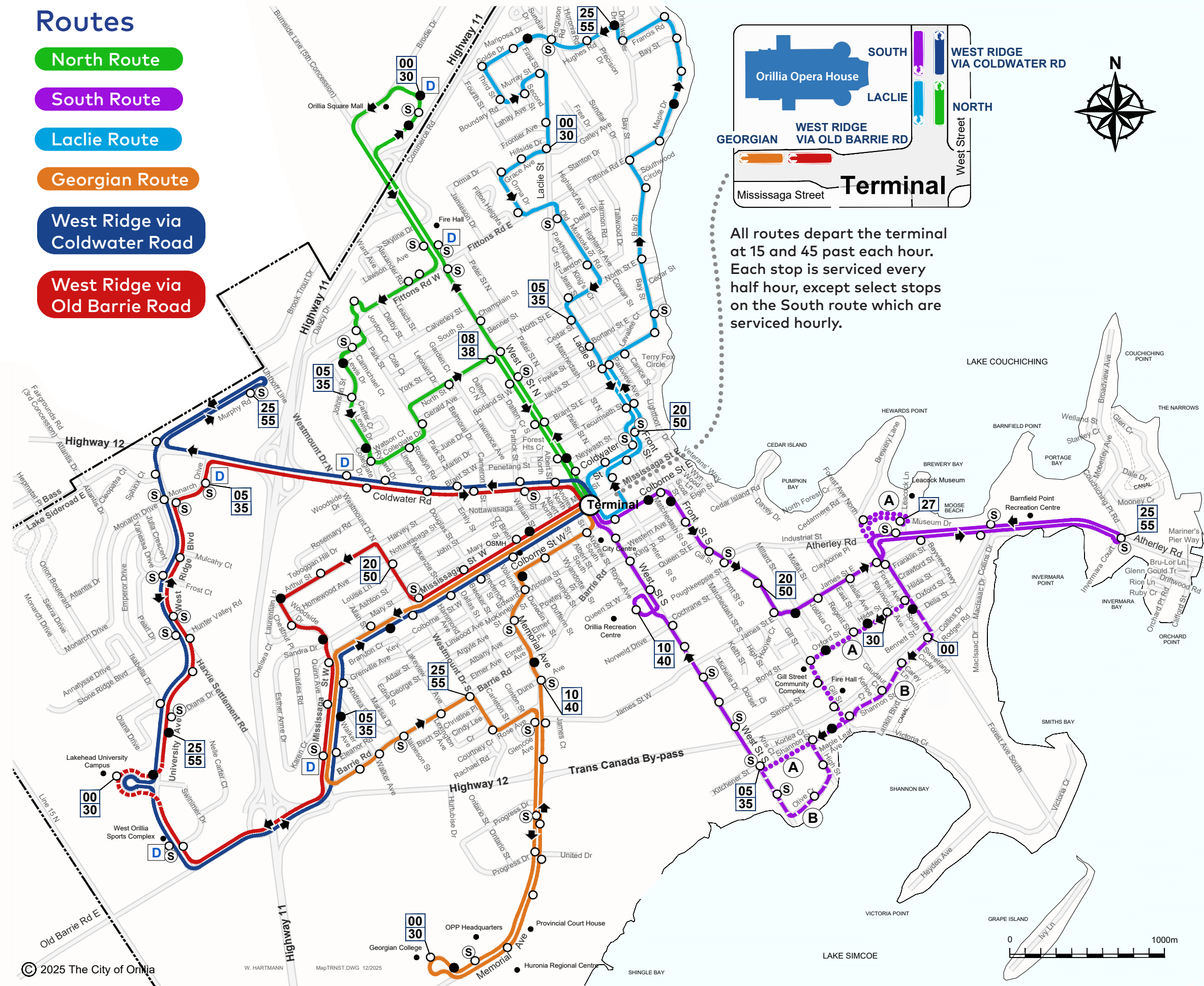
- The City consults with the Accessibility Advisory Committee regarding the construction, renovation or replacement of transit stops and shelters.
- Transit stops and shelters are also evaluated for accessibility as part of road reconstruction projects.
- The Accessibility Advisory Committee, the public, and persons with disabilities are consulted as part of an annual Public Meeting to determine the proportion of on-demand accessible taxicabs required in the community. To date, the Committee has not deemed this service to be necessary in addition to the service offered by the OWLS specialized transit service.
- Included in the annual public consultation regarding public transportation.
- The City investigates with local taxicab and transportation network companies to identify when any progress is made toward meeting the need for on-demand accessible taxicabs; Staff have contacted local taxi-cab operators and have determined the following:
 - Able Taxi – the company is no longer in service.
 - Orillia Taxi Service – can transport those using assistive mobility devices, provided the equipment folds and fits in the trunk of the vehicle.
 - Abby Taxi – does not offer accessible options.
 - Uber operates in the City of Orillia but appears to have limited offerings for accessible rides. Staff noted the website to be challenging to find and hire accessible drivers/vehicles.
- City Council continues to explore options for on-demand transit.

Please see the City's website for current [Orillia Transit information](#).

A copy of the 2026 Orillia Transit Route Map and Schedule is attached as the last two pages to this schedule.

Routes

- North Route
- South Route
- Laclic Route
- Georgian Route
- West Ridge via Coldwater Road
- West Ridge via Old Barrie Road



All routes depart the terminal at 15 and 45 past each hour. Each stop is serviced every half hour, except select stops on the South route which are serviced hourly.

Legend

- ■ ■ ■ West Ridge via Old Barrie Road stop at Lakehead University on a trial basis from **August 15, 2025 to April 30, 2026.**
- Transit stops unavailable as of Feb. 1, 2026.
- A Hourly service. Bus departs terminal 15 min. after the hour.
- B Hourly service. Bus departs terminal 45 min. after the hour.
- 35
05 Bus arrival times at stops noted in minutes after the hour.
- Half hourly service. Bus departs terminal 15 and 45 minutes after the hour.
- T Transit terminal
- O Bus stop
- S Bus shelter
- D Dash Stop



Orillia Transit
cOnnecting our community

Orillia Transit

General Information

- The transit terminal is located at the intersection of West Street and Mississaga Street.
- Transit service operates seven days a week, except statutory holidays.
- Transfers can only be made at the terminal within 45 minutes of initial boarding.
- For more information, call 705-326-8300.

Dash Bus Service

This service runs from Dec. 1 to Mar. 31 annually and provides free travel across select bridges. Riders must get on and off the bus at designated dash stops unless the current fare is paid.

Free Transit Days

- March 18, 2026
- April 22, 2026
- June 27, 2026
- Nov. 10, 2026



Transit Service Hours

Weekday Service (Monday-Friday):
6:15 a.m. - 10:15 p.m. (final departure)

Saturday Service:
8:45 a.m. - 7:45 p.m. (final departure)

Sunday Service:
8:45 a.m. - 4:15 p.m. (final departure)

Effective January 1, 2026.
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Free Teen Pass

Youth aged 13 to 19 can obtain a free teen cOnnect pass by visiting either Orillia Public Library or Orillia City Centre with valid photo ID. A teen boarding transit without a valid teen pass will be required to pay the full fare.

cOnnect Pass Cards

Cards can be purchased or reloaded at:

Orillia Public Library (36 Mississaga St. W.)
Monday to Thursday 10 a.m. to 8 p.m.
Friday 10 a.m. to 6 p.m.
Saturday 9 a.m. to 5 p.m.
Sunday 1 p.m. to 4 p.m.

Orillia City Centre (50 Andrew St. S.)
Monday to Friday (8 a.m. to 5 p.m.)

Left Something on the Bus?

Please call 705-326-8300 to report lost items. If your card is lost or stolen, registered cards can be replaced for a fee of \$5 and your balance will be transferred to your new card.



OWLS

Orillia Wheelchair Limousine Service

OWLS is a application-based, curb-to-curb service for those who are unable to board public transit and need the assistance of a wheelchair-accessible vehicle. OWLS does not pull into private driveways or take custody of passengers. If personal care or assistance is required, a support person or companion must be arranged in advance by the OWLS member.

Support person: individual registered through the OWLS application process who provides personal care or assistance to the member during their trip

Companion: individual accompanying an OWLS member, however, is not providing any assistance.

Applications to use the service are available at orillia.ca/transit or at Orillia City Centre (50 Andrew St. S.). For more information, call 705-325-3975.

- Cash fares are \$2 per person each way. cOnnect pass cards can be purchased from the driver.
- cOnnect pass transit cards are valid for OWLS trips.
- All trips must be pre-booked a minimum of 24 hours in advance. OWLS member card number, date, address, time and number of passengers is required at the time of booking.
- The OWLS bus provide service within the Orillia city limits plus Orillia Square Mall.
- Allow 30 minutes between pick up and arrival times.
- Operating hours are Monday to Friday from 6:30 a.m. to 10 p.m. Saturday from 9 a.m. to 7:30 p.m. and Sunday from 9 a.m. to 4 p.m.
- No service on statutory holidays.

Booking line: 705-327-0411

Fares*

Single Ride Fares **\$2.00**
Please have exact change, as bus drivers are unable to make change. Available by cash or cOnnect card.

30-Day Pass **\$30.00**
Available by cOnnect card only.

7-Day Pass **\$10.00**
Available by cOnnect card only.

From Jan. 1, 2026 to Mar. 31, 2027 a seniors discount on transit fares, in excess of the reduced fares listed above, will not be available.

Teen Pass

Teens aged 13-19 Ride Free (must have valid cOnnect pass card)

Family Ride Program

Up to two (2) elementary aged children and/or preschoolers may ride free when accompanied by a paying guardian.

Group Pass

10-30 Children + up to 5 Adults \$10 per day

Valid for full day travel on the date specified between the hours of 9:45 a.m. to 2:45 p.m. on weekdays and all day Saturdays. Children must be 12 years of age or younger.

C.N.I.B. Card Holders **Free**
(Canadian National Institute for the Blind)

*Transit fares reduced for 15 months effective Jan. 1, 2026



Customer Service Feedback Form

The City of Orillia is committed to developing and enhancing accessibility in the areas of information and communications, employment, and transportation for all residents with disabilities.

The City of Orillia strives to continuously improve the service we provide to you. Please share your comments using the form below or email us at councilservices@orillia.ca

What location did you visit? _____

What date did you visit? _____

Were your customer service needs met? _____

Were you served in an accessible manner? _____

Please add your comments or suggestions:

Reply Requested?

Yes

No

If yes, please provide:

Name: _____

Phone or email: _____

If you require this form in an alternative format, please contact the Council Services Division at 705-325-1311 or by email at councilservices@orillia.ca

This form is also available as a [fillable PDF](#) on the City of Orillia website.

Collection of Personal Information

Personal information collected on this form is collected pursuant to the Municipal Act, 2001, s. 11(1), and will only be used for the purpose for which it is collected and will not be distributed or used by the City of Orillia for any other purpose. Questions about this collection may be directed to the Freedom of Information Coordinator at 50 Andrew Street South, Suite 300, Orillia, Ontario, L3V 7T5 or 705-683-4550.



Schedule “G” Information and Communication Standards

2024 Updates for Accessible Format and Communication Supports:

Section 5.1. of the 2023-2028 Multi-Year Accessibility Plan outlines standards for organizations to create, provide, and receive information and communications that people with disabilities can access.

Website Updates:

The City of Orillia is committed to ensuring that the information provided on the City’s website is accurate and accessible. In 2024, training was provided to staff to ensure that website content is developed with consideration for the following:

- **Clear and Simple Language:** Website content written in plain language, making it easy to read and understand for all users.
- **Structure and Formatting:** Use headings, bullet points, and short paragraphs to enhance readability. Proper use of HTML tags for headings (e.g. H1, H2) to aid in navigation for screen readers.
- **Alt Text for Images:** Provide descriptive alt text for all images to ensure that users with visual impairments can understand the content conveyed by images.
- **Accessible Links:** Use descriptive link text that clearly indicates where the link will take the user, rather than generic phrases like “click here.”
- **In late 2025 through to early 2026 a website refresh is being undertaken to ensure that content is easy to access, concise and continues to meet WCAG 2.0 compliance.**

Orillia CivicWeb Portal:

This portal provides ease of access to Council and Committee meetings, along with direct links to livestreams and recordings with enhanced closed captioning. The Meeting Management program also provides enhanced outputs in both HTML and PDF formats for Council agendas and minutes.

Print, Digital, and Multimedia Resources:

Accessibility standards for the design of all print, digital, and multimedia materials are incorporated. This includes ensuring readability, compatibility with screen readers, appropriate colour contrast, and other AODA requirements.

Social Media:

Messages incorporate alt text for images, using descriptive captions, and following best practices to make content more accessible on all City social media platforms.

Alternative Contact Information:

Communications provide alternative contact methods for residents who may have difficulty accessing standard communication channels, ensuring inclusivity in all interactions.

Closed Captioning on Videos:

All videos produced by the City include closed captioning, making content accessible to individuals with hearing impairments.