

City of St. John's

Plain Language Draft 2027-2029 Accessibility Plan

This document is available in alternate format on request

ST. JOHN'S

The logo for the City of St. John's, featuring a stylized 'O' in the word 'JOHN'S' that contains a graphic of three concentric arcs, resembling a signal or a stylized 'J'.

Land Acknowledgement

We respectfully acknowledge the Province of Newfoundland and Labrador, of which the City of St. John's is the capital City, as the ancestral homelands of the Beothuk. Today these lands are home to a diverse population of Indigenous, and other peoples. We would also like to acknowledge with respect, the diverse histories and cultures of the Mi'kmaq, Innu, Inuit and Southern Inuit of this Province.

Commitment to Accessibility

The City of St. John's and Metrobus are committed to an accessible, inclusive, healthy and safe community for everyone. We strive to meet the diverse needs of our community by identifying, preventing and removing barriers so that all people can equitably live, work, play and learn here.

About this Multi-Year Accessibility Plan

We want to know if you think this draft accessibility plan will improve accessibility or if it is missing things that are important to you.

We created this plan after learning from the Inclusion Advisory Committee, Metrobus Accessibility Committee, staff and what we learned from feedback we received from our 2024-2026 Accessibility Plan.

We create an accessibility plan to guide our work. We follow the important areas that are in the Newfoundland and Labrador [Accessibility Act](#).

Why Accessibility Matters

A growing number of people in Canada identify as having a disability.

In 2022 almost:

- 8 million people in Canada had a disability
- 131 thousand people in Newfoundland and Labrador had a disability
- 55 thousand people in the greater St. John's area had a disability

Disabilities can be visible or invisible, permanent or temporary, and people of all ages and backgrounds can live with a disability.

This is why it is important for the City and Metrobus to improve accessibility.

We learned this information from:

- [The Canadian Survey on Disability 2022 data](#)
- [Type of disability for persons with disabilities aged 15 years and over, by age group and gender Canada, Newfoundland and Labrador 2022 and 2017](#)
- [Persons with and without disabilities aged 15 years and over, census metropolitan areas](#)

What the City is Responsible for

- Budget and taxes
- Information technology
- Buying goods and services
- Customer service
- Collecting garbage and recycling
- Roads and sidewalks
- Snow clearing
- City buildings
- Parks, playgrounds and sports fields
- Recreation programs and events
- Tourism
- Culture
- Business support
- Housing
- Animal care
- Planning and building our city
- Communicating with the public
- Hiring people
- Fire and emergency safety

You can learn about [City of St. John's Accessibility](#) online.

What Metrobus is Responsible for

- Metrobus public transportation
- GoBus Accessible Transportation

You can learn more about [Metrobus Accessibility](#) online.

How we plan to improve accessibility

Goals planned to improve accessibility of programs and services:

- Improve accessibility of public engagement which means how we get feedback from people who use city services
- Improve accessibility of recreation programs by new volunteer procedures, creating information that prepares you better for coming to our buildings, learning about programs for youth with disabilities and sharing more information
- Teach staff about accessibility and disabilities so they are better prepared to serve people
- Ensure we think about accessibility when we start new projects
- Review how we help people with disabilities in emergencies
- Review how people with disabilities vote in city elections

Goals planned to improve accessibility of places we build:

- Improve access to accessible parking
- Improve accessibility of City buildings
- Improve accessibility in City-owned housing
- Learn more about how accessibility standards can help build more accessible places
- Improve accessibility of parks, sports fields, and playgrounds including Victoria Park Community Garden and Bowring Park Green House
- Improve how people can get around our City by walking or wheeling including shared use paths, push buttons to cross streets and better sidewalks
- Improve accessibility of public washrooms including a new washroom for Rotary Park

Goals planned to improve accessibility of public transportation (Metrobus and GoBus):

- Purchase more accessible buses and find other types of vehicles that can be used for accessible transportation
- Add accessible wheelchair locks that people can use by themselves on more buses
- Improve the way we offer transportation services to improve accessibility
- Improve accessibility in the information we create and share with customers
- Review the Metrobus and GoBus apps and Website to make it easier to find information and use public transportation
- Improve accessibility of bus routes and bus stops
- Explore ways to help more people with disabilities use Metrobus

Goals planned to improve accessibility of the information we communicate:

- Share information with the public about accessibility to help people understand why it is important
- Create a new accessible communication policy and teach staff how to create accessible information
- Find ways to offer more services online
- Improve accessibility of emergency related information and communication so that it's easier to find and understand
- Create and use accessible signage throughout the City
- Improve website accessibility so that information is easy to find and understand
- Improve accessibility of forms and documents

Goals planned to improve accessibility of employment:

- Improve accessibility of online employee training
- Help staff to do their jobs with improved technology
- Review how we find and hire new employees
- Improve accessibility and inclusion for staff through forms, wellness programs, equipment and learn more about collecting information about staff with disabilities

Goals planned to improve accessibility of how we buy goods and services:

- Find ways to ensure we buy accessible products and services
- Build procurement accessibility knowledge and capacity
- Improve accessibility for the businesses that supply us with products and services
- Ensure staff have information about purchasing products and services that are accessible

Goals planned to improve accessibility through accommodations:

- Create awareness about the new Accessible Accommodations Policy to support people to access to City programs and services

How to contact the City of St. John's

- Call 311 or 1 709 754 2489 (CITY)
- Online at www.StJohns.ca
- Email
 - Access@StJohns.ca
 - inclusion@stjohns.ca or
 - CouncilGroup@stjohns.ca
- Mail: City of St. John's P.O. Box 908, St. John's, NL A1C 5M2
- In person at Access St. John's inside City Hall, 10 New Gower Street

How to contact Metrobus and GoBus

- Call 1 709 570 2020
- Online at www.metrobus.com
- Fill out the [Customer Feedback Form](#) online
- Email accessibility@metrobus.com
- In person at 25 Messenger Drive, St. John's, NL.

Please Note: Metrobus Route 10 and 16 services the Metrobus Building. Riders must tell the driver that they need to go to the Metrobus building located on Messenger Drive. When leaving the Metrobus building, riders must ask the information services staff to request the next available bus to stop at the bus stop just outside the building.