

# ACCESSIBILITY

## Action Plan 2021-2023



In working towards increasing the universal accessibility of the entire Old Port site, a number of improvements are planned over the next few years.

SITE AND FACILITIES IMPROVEMENTS	COMPLETE	IN PROGRESS	PLANNED
<b>Upgrading the accessibility of cruise operator ticket booths</b>	X		2021
<b>Minor improvements across all comfort stations</b>			2021
<b>Improvements to visitor traffic areas</b>			
- Removal of obstacles on bridges and foot bridges			2021
- Renovation of wood planking in front of the Bonsecours pavilion			2021
- New outdoor furniture to reduce visitor traffic obstacles			2021
- Site assessment aimed at improving site entrances and pedestrian crossings (in collaboration with the city of Montréal)			2022
- Renovation of paving stone pedestrian crossings where the original paving has deteriorated			2022
- Addition of sensory and/or visual markers around visitor traffic obstacles			2022
<b>Refitting of the Old Port site's comfort stations to meet current standards</b>			
- Old Port locks sector			2022
- Clock Tower Quay sector (Hangar 16)	X		2021
- Clock Tower Beach			2023
<b>Improvements to layout of parking spaces reserved for persons with reduced mobility at Clock Tower Quay</b>			2022
<b>Addition of universal outdoor furniture across all sectors of the Old Port site</b>			2022
<b>Progressive replacement of vending machines across the site to offer accessible models</b>			2022

VISITOR SERVICE IMPROVEMENTS	COMPLETE	IN PROGRESS	PLANNED
<b>Training geared towards serving a diversity of visitor types</b>			
- For staff	X		2021
- For concessions			2022
<b>Modifying the Old Port's website to be in keeping with accessibility standards</b>			2022
<b>Modifying the Old Port skating rink's transactional website</b>			2022