

## AGENDA

Date: March 20, 2025  
Time: 4:00 pm  
Location: Council Chamber

Town Hall is open to the public and live streaming video is available on <https://www.oakville.ca/town-hall/mayor-council-administration/agendas-meetings/live-stream>. Information regarding written submissions and requests to delegate can be found at <https://www.oakville.ca/town-hall/mayor-council-administration/agendas-meetings/delegations-presentations>.

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	Pages
1. Regrets	
2. Declarations of Pecuniary Interest	
3. Confirmation of Minutes of Previous Meeting(s)	
3.1 Minutes December 12, 2024	3
Recommendation: That the minutes of the Accessibility Advisory Committee meeting of December 12, 2024 be approved.	
4. Discussion Item(s)	
4.1 Oakville Transit Annual Accessibility Plan 2025	6
Recommendation: That the Oakville Transit Accessibility Plan 2025 be received.	
4.2 2024 Accomplishments and 2025 Workplan	24
Recommendation: That the Accessibility Advisory Committee's 2024 Accomplishments and proposed 2025 Workplan be endorsed.	
4.3 Towne Square	30

Recommendation:

1. That the report dated March 11, 2025, entitled Towne Square from the Parks and Open Space Department, be received.
2. That universal design features in the Towne Square project be endorsed.

#### **4.4 Accessibility Map Refresh**

36

Recommendation:

That the report dated March 11, 2025, entitled Accessibility Map Refresh, from the Clerk's Department, be received.

### **5. Information Item(s)**

#### **5.1 Memo - Follow up from the AAC Meeting of December 12, 2024**

38

#### **5.2 Breaking Down Barriers Awareness Program**

39

Recommendation:

That the information items be received.

### **6. Date and Time of Next Meeting**

Thursday, June 12, 2025  
Oakville Municipal Building  
Council Chamber - 4:00 p.m

### **7. Adjournment**

## **Accessibility Advisory Committee**

### **MINUTES**

**Date:** December 12, 2024

**Time:** 3:00 pm

**Location:** Council Chamber

**Members:** David Underwood, Chair  
Julie Romanow, Vice-Chair  
Councillor Gittings  
Karen Bodolai  
Nora Lavell  
Deborah Metrakos

**Regrets:** Devin Bright

**Staff:** A. Coyne, Manager of Elections, Policy and Print Services  
J. Radomirovic, Council and Committee Coordinator  
L. Harris, Council and Committee Coordinator

**Also Present:** Alexi Haghighatjou, Project Coordinator  
Brandon Bortoluzzi, Consultant Salter Pilon Architecture

**A meeting of the Accessibility Advisory Committee was held on December 12, 2024, in the Council Chamber of the Oakville Municipal Building, commencing at 3:00 p.m.**

**These minutes will go forward to the Council meeting of January 27, 2025, for approval. Please view those minutes to note any changes Council may have made.**

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#### **1. Regrets**

As noted above.

#### **2. Declarations of Pecuniary Interest**

No declarations of pecuniary interest were declared.

**3. Confirmation of Minutes of Previous Meeting(s)**

**3.1 Minutes September 12, 2024**

Moved by Deborah Metrakos

That the minutes of the Accessibility Advisory Committee meeting of September 12, 2024 be approved.

CARRIED

**4. Discussion Item(s)**

**4.1 2024 Accessibility Annual Status Update**

Moved by Karen Bodolai

That the 2024 Accessibility Annual Status Update be endorsed.

CARRIED

**4.2 Fire Hall 9 Accessibility Update**

The following delegates spoke on this item:

Brandon Bortoluzzi, Consultant Salter Pilon Architecture

Moved by Deborah Metrakos

That the report dated December 3, 2024, entitled "Fire Hall 9 Accessibility Update", be received.

CARRIED

**5. Information Item(s)**

**5.1 Council approves 2024 – 2029 Multi-Year Accessibility Plan**

**5.2 2025 Accessibility Advisory Committee Meeting Schedule**

Moved by Karen Bodolai

That the information item(s) be received.

CARRIED

**6. Date and Time of Next Meeting**

March 20, 2025  
Oakville Municipal Building  
Council Chamber - 4:00 p.m.

**7. Adjournment**

Moved by Councillor Gittings  
The Chair adjourned the meeting at 3:42 p.m.  
CARRIED



## **Accessibility Advisory Committee**

**Meeting Date: March 20, 2025**

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**FROM:** Oakville Transit

**DATE:** January 6, 2025

**SUBJECT:** Oakville Transit Annual Accessibility Plan 2025

**LOCATION:** Town Wide

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### **RECOMMENDATION:**

That the Oakville Transit Accessibility Plan 2025 be received.

### **KEY FACTS:**

The following are key points for consideration with respect to this item:

- Each year, Oakville Transit prepares an annual Accessibility Plan which is a requirement under the Accessibility for Ontarians with Disabilities Act (AODA).
- The plan outlines measures to identify, remove and prevent barriers to persons with disabilities and is reviewed annually and in consultation with the Town's Accessibility Advisory Committee.
- The Oakville Transit Accessibility Plan for 2025 builds on the previous year's plan and describes the process for:
  - Managing, evaluating and taking action on customer feedback
  - Estimate the demand for specialized transit
  - Reducing wait times on specialized transit
  - Dealing with accessibility equipment failures
  - Outlining previous barriers addressed and planned actions
- Staff will provide an overview of the 2025 Oakville Transit Accessibility Plan and will solicit feedback from the AAC to contribute to the finalization of the 2025 plan, in addition to any future recommendations for the 2026 plan.

**APPENDICES:**

Appendix A – Oakville Transit Accessibility Plan 2025

Prepared and submitted by:

Joanne Phoenix  
Manager of Planning & Administrative Services  
Oakville Transit

# 2025 Oakville Transit Annual Accessibility Plan





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*The following document is Oakville Transit’s Accessibility Plan for 2025. Although it is a stand-alone document, it should be considered an integral part of the Town of Oakville’s Annual Accessibility Update and Multi-Year Accessibility Plan.*

# Introduction

The Town of Oakville, through Oakville Transit, has been providing transit services to the residents of Oakville since 1972. The Town is situated in Halton Region, approximately 30km west of Toronto. It is home to the main campus of Sheridan College and houses several national head offices. Oakville Transit provides conventional and specialized transit services to the Town's 233,700 residents. Oakville Transit's conventional transit services are provided within the urban boundaries of the Town for a total service area of 104 sq. km. These services connect with Burlington Transit to the west and Mississauga Transit to the east. As well, Oakville Transit connects with GO Transit's Lakeshore West Train service at four different stations; the Bronte GO Station, the Oakville GO Station, the Clarkson GO Station (Mississauga), and Appleby GO Station (Burlington). Connection with GO Transit bus services occurs at these same stations, with additional connections occurring at the park and ride terminals at Dundas/407 and Trafalgar/407. The Uptown Core Transit terminal at Trafalgar and Dundas is the only bus terminal owned and operated by the Town of Oakville, which also serves as a hub for conventional and Ride On-Demand (ROD). Oakville Transit has a conventional fleet of 100 buses and provides service on twenty-two fixed routes as well as eight school specials. Oakville Transit is also responsible for the operation of twenty-seven small capacity transit vehicles providing specialized and On Demand service.

Demand for conventional and specialized transit increased in 2024 as compared to 2023. Specialized transit increased from 109,765 boardings in 2023 to 129,631 boardings in 2024, an increase of 18.1%.

Conventional transit boardings rose from 3,955,896 total boardings in 2023 to 4,753,425 total boardings in 2024, an increase of 20.2%. The increase in demand will generate additional opportunities for improved accessibility. This will be driven by both customer demand and the ongoing requirements in the Accessibility for ***Ontarians with Disabilities Act, 2005 (AODA)***.

Oakville Transit is a viable means of transportation. Accessible buses are a major component of this; however, full system accessibility requires much more. Oakville Transit has implemented initiatives designed to ensure equal access for customers to transit services. This includes such things as improved service levels, facility access, walkways, landing pads, shelters, signage, customer service and access to information. For many residents, Oakville Transit is the only means of travel to work, school, medical appointments, to run errands, attend cultural and recreational events, and to participate in social activities. All residents will directly benefit as the accessibility of transit services is improved. In addition, improved accessibility will lead to increased use of Oakville Transit, contributing to continued ridership growth.



## **Oakville Transit is committed to:**

- Continued improvement of access to public transportation premises, facilities and services for customers and employees with disabilities
- Consultation with people with disabilities in the development and review of its annual accessibility plan and services
- Provision of accessible services to all customers and employees
- Improving the accessibility of all transit services to better meet the needs of all riders

## **Internal Accessibility Planning Coordinators**

The Director of Oakville Transit and the Manager of Planning and Administrative Services will act as Accessibility Plan Coordinators.





# Conventional Services – 2024 service profile

## Type of Service

Fixed Route – grid and local

## Service Area

Urban area, Town of Oakville  
Connections are available to MiWay  
and Burlington Transit

## Hours of Service

Monday to Friday 6:00 a.m. to 12:00 a.m.  
Saturday 7:00 a.m. to 12:00 a.m.  
Sundays and Holidays 8:00 a.m. to 8:00 p.m.

## Total Annual Boardings

4,753,425

## Annual Revenue Service Hours

218,095

## Annual Revenue Kilometres

4,709,278

## Number of Routes

22 fixed routes  
8 school specials

## Types of Services

Conventional  
School specials  
Ride On-Demand

## Fleet Composition

100 conventional buses  
27 specialized buses

## Fare Structure as of July 1, 2024

Cash fare	\$4.00
Monthly passes	
Adult	\$143.00
Senior	Free
Youth	Free
Child	Free
PRESTO single ride	
Adult	\$3.40
Senior	Free
Youth	Free
Child	Free
GO co-fare	free



# Specialized Services – 2024 service profile

## Type of Service

Shared ride, door to door, pre-booked

## Service Area

Town of Oakville  
Connections are available to Burlington  
Handi-Van and Peel TransHelp

## Hours of Service

Monday to Friday 6:00 a.m. to 12:00 a.m.  
Saturday 7:00 a.m. to 12:00 a.m.  
Sundays and Holidays 8:00 a.m. to 8:00 p.m.

## Types of Services

Dedicated bus  
Contracted taxi

## Fleet Composition

27 specialized low floor transit vehicles

## Registrants

2,269

## Annual Eligible Passenger Trips

129,631

## Attendant/Companion Trips

8,360

## Annual Revenue Service Hours

48,131

## Process for estimating demand for specialized services

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Staff estimates the demand for specialized services through review and analysis of the following factors:

- Past ridership trends
- Review of incremental annual increase in demand
- Population increases
- Future growth and development in the Town
- Ridership growth levels (both conventional and specialized)
- Anticipated changes to legislation, policies and/or procedures which may increase demand for services

## Steps to reduce wait times for specialized services

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Staff will continue to work on reducing wait times for specialized services. This will be done by monitoring on street services, and analysing reporting on scheduled versus actual pick-up times from the automated scheduling and dispatch software to assist in improving scheduling and operations.



# Measures Oakville Transit has taken in previous years to remove barriers to accessibility

## Planning

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Oakville Transit drafted its first accessibility plan in 1992. The plan is updated every year and involves a review of barriers previously addressed, identification of remaining barriers, development of a prioritized plan to address these barriers and consultation with primary stakeholders, including the town's Accessibility Advisory Committee. Oakville Transit has addressed all requirements under the AODA.

## Barriers addressed in previous years

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The following are some of the steps taken to identify and remove barriers to people with disabilities:

- Completion of the Five-Year Business Plan approved by Council in November 2024.
- Launch of a new real time booking app and scheduling system for Ride On-Demand and care-A-van in April 2024.
- Requirement for all drivers to lower conventional buses for all customers as of March 2024.
- Addition of route number decals to all bus stop signs in 2024 to help with information and wayfinding.
- Implementation of free fares for Youth and Seniors in May 2023.
- Ongoing activities related to ensuring access and safety for residents to continue to use public transit services (conventional and specialized) through the COVID-19 pandemic.
- Translation of COVID screening questions for care-A-van into top five languages spoken in Oakville in 2021.
- Introduction of a new transfer location between Oakville care-A-van and Burlington Handi Van at the Oakville Hospital.
- Increased level of service for the clearing of snow from bus stops from 48 hours to 24 hours after completion of snow fall, implemented in 2019.
- Launch of transit accessibility features on the Town's accessibility map.
- Introduction of Magnus Cards to assist residents with autism and cognitive disabilities to learn to take the bus.
- Introduction of an independent, medically certified contractor for the review of all specialized applications forms.
- Introduction of in person assessments to help inform the application process for specialized transit services. (Paused during the COVID pandemic).
- Introduction of an independent Appeal Committee for applicants who are found to be ineligible for specialized transit. Applicants can appeal the decision in writing within 60 days of the date on the denial letter.

- Ongoing outreach events (including newcomers, youth, Sheridan College students, seniors groups to educate/inform about Oakville Transit services. This has also included direct hands-on familiarization exercise on board a bus.
- Implementation of broadened eligibility criteria for January 1, 2017.
- Completion of update to service design standards and documentation of Standard Operating Procedures for care-A-van and other business units within the department.
- Introduction of automated stop announcements (audio and visual) on board conventional buses in 2015.
- Introduction of automated pre boarding announcements on board conventional buses in 2015.
- Introduction of real time bus tracking; customer information via text, app and web in 2015.
- Co-mingled Home to Hub service introduced to neighborhoods in North Oakville and Southeast Oakville in 2015; using the smaller specialized transit vehicles with capacity to provide co-mingled service to areas in North Oakville without conventional transit service.
- Service area expansion for care-A-van in 2015 to include the entire municipal boundary.
- Ongoing application of region-wide common eligibility and application form and appeal process.
- Provided training on the requirements of the AODA and the Human Rights Code.
- Conducted employee and volunteer training on:
  - Safe use of accessibility equipment
  - Acceptable modifications to procedures where temporary barriers exist or accessibility equipment on a vehicle fails
  - Emergency preparedness and response procedures that provide for the safety of persons with disabilities
- Added visual delineation at the platform curb edge at the Uptown Core Terminal.
- Finalized procedure on cycling of ramps by all transit operators during vehicle check.
- Implemented customer securement procedure for drivers on conventional accessible service.
- Implemented emergency evacuation procedures for drivers of conventional and care-A-van service.
- Continued to provide Easier Access Training and/or Ambassador Training to existing and newly hired bus operators.
  - 40 new hires trained each year
  - 75 drivers provided refresher training on average every 6 months – 1 year
- Priority and courtesy seating are available and clearly identified for persons with disabilities on all Oakville Transit conventional buses.
- Oakville Transit information is accessible on the website with a text-only option ([oakvilletransit.ca](http://oakvilletransit.ca)) and is linked to the Town of Oakville website ([oakville.ca](http://oakville.ca))



# Identification of barriers to accessibility for people with disabilities

Oakville Transit is committed to accessible transportation infrastructure and services. Oakville Transit recognizes that its infrastructure (bus stops, bus shelters, and vehicles) and customer service may present barriers to some people with disabilities. A list of identified barriers to accessibility is attached at the end of this document (Appendix B).

The availability of resources is a major factor in determining the pace of progress in reducing or eliminating the barriers identified in consultation with people with disabilities. Resource constraints will mean that not all barriers can be addressed at once and as a result, prioritization of initiatives is required. We are committed to accessible transportation infrastructure and services for all and are proud of the achievements made thus far.





# Plan to remove and prevent barriers to accessibility in 2025

Oakville Transit is committed to the following actions on an annual basis:

- Consulting with people with disabilities to seek their advice on which barriers, and which remedial actions should have priority for the coming year.
- Making provision in capital and operating budgets to seek funding to address high priority barriers.
- Taking advantage of opportunities to secure funding to extend or accelerate the removal of priority barriers.
- Consulting with the town's Accessibility Advisory Committee and other stakeholder groups, with respect to addressing barriers to accessibility.

## Actions planned for 2025

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Oakville Transit is compliant with all requirements under the AODA.

The list below highlights several actions planned in 2025 to support Oakville Transit's commitment to accessibility:

- Implementation of the first initiatives identified in the Oakville Transit Five-Year Business Plan 2025-2029.
- Implementation of free care-A-van service in May 2025.
- Addition of armrests and seat belts to the jump seats of the Karsan buses.
- Update to the Magnus cards for Oakville Transit. Magnus cards are a learning tool to assist persons with cognitive disabilities.
- Project to update real time digital signage at the Oakville GO Station, Sheridan College and Bronte GO Station, which will protect for Text to Speech capability in the future.
- Development of a travel training program.
- Continued audit of the visual and audio next bus display on all conventional buses.
- Continue to participate on the GTHA Specialized Transit Working Group to improve cross-boundary travel.
- Continue to participate on the CUTA Accessible Transit Committee.
- Continue to participate on the OPTA Specialized Transit Committee.
- Continue accessible customer service training for all new operators.
- Bus stop infrastructure improvements at bus stop locations, as well as installation of shelter amenities.
- Continue integration of Oakville Transit bus stop infrastructure requirements with town and regional roadway improvement projects.

## Consultation on the accessibility plan

In the preparation of this plan, Oakville Transit will consult with:

- Town of Oakville's Accessibility Advisory Committee to ensure input is received from people with disabilities
- Oakville Transit operating and support staff to ensure that those responsible for delivery of accessible service provide input

## Communicating the plan

Information about the accessibility plan will be available at Town Hall, Oakville Transit's administrative office and on the website: [oakvilletransit.ca](http://oakvilletransit.ca)

## Ongoing review and monitoring of the plan

Oakville Transit will monitor progress from the previous year's accessibility plan through an annual review that will list the previous objectives, actions taken and results. This document will be used for consultation with persons with disabilities in preparation to update the annual Transit Accessibility Plan. The review will be produced early in the year to enable consultations to be conducted, and recommendations formulated and costed in time for the preparation of Oakville Transit's budget for the next year.



# APPENDIX A

## Accessibility features on Oakville Transit vehicles

### Procedures for dealing with accessibility equipment failures

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#### Conventional Transit

Driving staff are required to perform a pre-operations check of their vehicle prior to the start of their shift. The pre-operations check includes checking the kneeling function and cycling of the ramp.

Drivers document any minor vehicle malfunction in the normal course of operation. This documentation is reviewed daily, and the vehicle is scheduled in for maintenance, prioritized by the Maintenance Manager and Maintenance Supervisors.

Should the ramp of a conventional bus fail to operate automatically, the driver may manually deploy the ramp for customers to board.

The malfunction of any of other accessibility features on a vehicle will be dealt with in the manner described above.

#### Specialized Transit

Driving staff are required to perform a pre-operations check of their vehicle prior to the start of their shift. This check includes the cycling of the ramp, as well as review of securement features such as belts, tie downs, etc.

Drivers document any minor vehicle malfunction in the normal course of operation. The Maintenance Department reviews this documentation daily and schedule the vehicle in for maintenance by priority.

In the case of a failure of the accessibility equipment on a specialized transit vehicle, the driver immediately notifies the Supervisor and the dispatch office. The Supervisor will arrange for an immediate 'change off' of the vehicle, and customers impacted are contacted by the dispatch office.

The vehicle is immediately scheduled for repair.

## APPENDIX B

# Identification of barriers to access to Oakville Transit for people with disabilities

### Fleet Barriers

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Conventional buses: ramps are not always functioning on low floor buses. Manual deployment is not always possible.

#### Strategy/Action

Oakville Transit has standard operating procedures for the cycling of ramps during the bus operator pre-trip inspection. This confirms functionality prior to the bus entering service each day. Drivers immediately notify a supervisor of any ramp deployment issues that arise through the course of a day.

### Snow removal barrier

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Delay in clearing snow and ice from bus stops and shelters.

#### Strategy/Action

Oakville Transit contracts the removal of snow from stops and shelters within 24 hours of the termination of the snowfall. Transit Supervisors also conduct specific checks of high priority locations to ensure snow, ice and windrows are removed. This activity will be completed by the Town's Roads and Works team for the 2025-2026 winter season.

### Concrete infrastructure barrier

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Boarding and alighting from buses is more difficult because many of the stops do not have a proper concrete landing pad.

#### Strategy/Action

Oakville Transit will continue its bus stop infrastructure improvements in 2025, working towards greater accessibility and an overall improved customer experience.

Currently 85% of stops have a hard surface.

### Shelter barrier

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A passenger may have to wait for a bus up to 30 minutes or more. During inclement weather, the absence of a shelter at the bus stop can be a barrier to using Oakville Transit.

#### Strategy/Action

Oakville Transit will continue to install bus shelters as per budget allocations.

## Way-Finding barrier

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Bus shelters don't have street names on them. Adding names would help customers with wayfinding.

### Strategy/Action

Oakville Transit will investigate feasibility of adding street names to shelters. Oakville Transit participates on a GTHA committee with Metrolinx to identify opportunities to improve and coordinate wayfinding. The results of this study may contribute to future improvements in wayfinding. Addition of ITS system automated stop announcement will also help.

## Bus stop barrier

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Bus stop locations should be as close to public buildings as possible.

### Strategy/Action

Oakville Transit adheres to its Council approved service standards which include guideline/warrants for placement of stops and shelters. The bus stop design guidelines were updated in 2024 as part of the Five-Year Business Plan.



## Communication barrier

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Timetable signage, station maps are not easily readable by people with vision loss due to small print, insufficient contrast, or being located too high to be read from a seated position.

### Strategy/Action

Oakville Transit will continue to review all posted printed material to assist the needs of customers with vision loss. Oakville Transit also plans to replace outdated Variable Message Signs at the Oakville GO, Bronte GO and Sheridan College beginning in 2025.

## Communication barrier

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Conventional transit bus drivers have not been trained to accommodate all disabilities or may need periodic refresher training.

### Strategy/Action

Oakville Transit continues to provide complete driving and accessible customer service training, including select components of the Canadian Urban Transit Association (CUTA) sponsored Transit Ambassador program to all new hires. Care-A-Van driving staff receive refresher training, including training on customer service, annually.



## Road and sidewalk barriers

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The walking and wheeling path to/from bus stops may not have curb cuts at corners. Where curb cuts exist, they may be too low to provide a cue to a visually impaired person that they are about to step into the street.

### Strategy/Action

The planning and installation of curb cuts is not under the jurisdiction of Oakville Transit; however, we will coordinate with other Town departments to assist in improving the accessibility of the pedestrian experience whenever possible.

## Policy barrier

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Care-A-van customers are currently not able to use PRESTO cards on taxis when a taxi is assigned for their trip. Requires customers to potentially carry two forms of fare media.

### Strategy/Action

This barrier will be eliminated in May 2025, when all care-A-van customers will ride for free.

## Support person barrier

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Support person requirements vary across the GTHA region.

### Strategy/Action

Oakville Transit will be working with its partners across the GTHA to review policies and procedures related to support person requirements. Recent collaboration on the Fare and Service Integration within the broad GTHA will also be reviewing.

## Bus stop signage barrier

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The height, location, and visibility of signs at terminals and service stops are barriers for some people.

### Strategy/Action

Oakville Transit has been standardizing the placement of bus stop poles and signs at bus stop locations across the town since 2020.

## Information barrier

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There is currently no integrated system for customer information on transit trips requiring transfer between service providers.

### Strategy/Action

There are app providers which allow for trip planning across the region, such as the Transit App.

## Contact us

### Call

905-815-2020

### Email

[transit@oakville.ca](mailto:transit@oakville.ca)

**Follow us** on Twitter and  
Facebook @oakvilletransit

### Mailing address

1225 Trafalgar Road,  
Oakville, ON  
L6H 0H3

### Visit us

430 Wyecroft Road, Oakville

### Office hours

Monday to Friday,  
8:30 a.m. to 4:30 p.m.  
Closed statutory holidays.







## Accessibility Advisory Committee

**Meeting Date: March 20, 2025**

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**FROM:** Clerk's Department

**DATE:** March 11, 2025

**SUBJECT:** 2024 Accomplishments and 2025 Workplan

**LOCATION:** Town Wide

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### **RECOMMENDATION:**

That the Accessibility Advisory Committee's 2024 Accomplishments and proposed 2025 Workplan be endorsed.

### **KEY FACTS:**

The following are key points for consideration with respect to this item:

- Every year, following Council's established process, the town's Accessibility Advisory Committee (AAC) submits an annual report that includes accomplishments from the previous year and a work plan for the year ahead.
- Each year, the committee will focus on participating in consultation activities on AODA requirements and providing feedback on key town initiatives. The AAC will continue to work with staff to promote awareness about accessibility and the town's mission to create a vibrant and livable community for all.
- Town staff will solicit feedback from the AAC on the proposed 2025 work plan at its meeting on March 20, 2025.

As stated in the Committee's Terms of Reference, its' **mandate** is to provide advice to Town Council on accessibility initiatives to address requirements under the Accessibility for Ontarians with Disabilities Act, 2005 (AODA) in promoting accessibility for residents of all abilities. The **goal** of the AAC is to advise Town Council in identifying and eliminating barriers to people with disabilities about town programs, services, initiatives, and facilities.



The AAC accomplishes its mandate and goal through the following deliverables:

- a) Providing feedback on the town's multi-year accessibility plan and annual updates on accessibility initiatives to comply with the requirements of the *AODA*.
- b) Participating in consultation requirements under the *AODA*.
- c) Providing feedback on select site plan applications as described in section 41 of the *Planning Act*, as determined by the town.
- d) Creating an annual AAC work plan; working to meet the objectives and reporting annually to Council on the committee's achievements.
- e) Promoting awareness of accessibility and inclusion.
- f) Seeking support and guidance where necessary from town departments and other interested parties.

**APPENDICES:**

Appendix A – AAC 2024 Accomplishments and 2025 Workplan

Prepared by:  
Andrea Coyne  
Manager, Elections, Policy, Print Services  
Clerk's department

# Accessibility Advisory Committee

## 2024 Accomplishments

In 2024, the AAC accomplished its mandate and goal through the following deliverables:

1. **Continue to work with town staff to promote awareness and ensure barriers to accessibility are identified and eliminated for improved accessibility in the community.**

2. **Town initiatives and consultations**

**Deliverables: Providing feedback on the town's multi-year accessibility plan and annual updates on accessibility initiatives to comply with the requirements of the AODA, and consultation requirements under the AODA**

The AAC received presentations and provided feedback on:

- 2024-2029 Multi-Year Accessibility Plan
- 2024 Annual Accessibility Status Update
- Facility Services Capital Projects Accessibility Update
- Inclusion, Diversity, Equity and Accessibility Multi-Year Plan, 2024-2028
- Accessibility Map Refresh
- Oakville Transit Annual Accessibility Plan 2024
- Oakville Transit Five-Year Business Plan
- 2024 Oakville Universal Design Standards (OUDS) Update
- Oakville Transportation Master Plan Development
- Kerr Village and Bronte Village Streetscape Studies
- 2026 Municipal Election Accessible Voting Initiatives
- Fire Hall 9 Accessibility Update

3. **Review and provide feedback on selected site plan applications as determined by the town, as described in section 41 of the Planning Act.**

Information was presented to the committee on locating site plan applications on Town of Oakville website.

4. **Community awareness and collaboration**

**Deliverable: Promoting awareness of accessibility and inclusion**

In addition to quarterly meetings, staff and committee members continued to seek out opportunities to increase community awareness and collaboration in 2024 through community awareness information items, and participating in the following events and raising awareness through social media:

- A Call to Action to meet the Deadline of an Accessible Ontario by 2025
  - Plain language guide standard (Accessibility Standards Canada)
  - Electric Kick-Scooters Pilot Program Extension (MTO Pilot)
  - Oakville Trafalgar Community Centre Facility Tour (May 2024)
  - National AccessAbility Awareness Week
  - Town of Oakville 2024 Community Spirit Awards
  - International Day for Persons with Disabilities
5. **Presented the AAC's annual report on 2023 Accomplishments and 2024 Work Plan, to Council, through receipt of the committee minutes.**

## Accessibility Advisory Committee 2025 Proposed Work Plan

All actions in the AAC's proposed 2025 work plan align with Council's strategic mission to serve the community in a responsible, inclusive way, dedicated to building environmental, social, and economic sustainability, creating a vibrant and livable community for all.

1. Continue to work with town staff to promote awareness and ensure barriers to accessibility are identified and eliminated for improved accessibility in the community.
2. Participate in consultation activities and provide feedback on:
  - Diversity and Inclusion initiatives related to the town's Inclusion, Diversity, Equity and Accessibility Multi-Year Plan 2024-2028
  - Town construction, renovation, and planned projects, including the Town Square project, Downtown Cultural Hub, and park redevelopments
  - Facility Services Capital Projects Accessibility Updates for accessible improvements at facilities,
  - Accessibility related areas of focus of the Parks, Recreation and Library Facilities Master Plan
  - Updates, if required, to the recently approved Oakville Universal Design Standards 3.0 for town facilities
  - Oakville Transit Annual Accessibility Plan 2025
  - Oakville Transit accessibility initiatives
  - Annual Accessibility Status Update to the town's 2024-2029 Multi-Year Accessibility Plan
  - Accessibility Map Refresh
  - Updates to the towns' procurement policy by-law to reflect amended requirements to the Accessible Customer Service Standard and the Integrated Accessibility Standards Regulation
  - Outreach opportunities including accessibility and inclusion promotional materials
3. Review and provide feedback on selected site plan applications as determined by the town, as described in section 41 of the *Planning Act*.
4. Promote community awareness by:
  - participating or raising awareness through digital communication and/or social media the following events:
    - Local events (such as the Inspire AccessAbility Showcase and other town events and festivals)
    - Significant days/weeks (such as National AccessAbility Week and International Day for Persons with Disabilities)
    - Community Spirit Award for accessibility

- participating in joint Halton Region initiatives
  - participating in provincial and federal government accessibility legislation consultations, as scheduled
  - networking with local agencies, businesses, and seek support and guidance where necessary from town departments and other key groups
5. Present the AAC's annual report on 2024 Accomplishments and 2025 Work Plan, to Council, through receipt of the committee minutes.

## **Accessibility Advisory Committee**

**Meeting Date: March 20, 2025**

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**FROM:** Parks and Open Space Department

**DATE:** March 11, 2025

**SUBJECT:** Towne Square

**LOCATION:** 210 Lakeshore Road East

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### **RECOMMENDATION:**

1. That the report dated March 11, 2025, entitled Towne Square from the Parks and Open Space Department, be received.
2. That universal design features in the Towne Square project be endorsed.

### **KEY FACTS:**

The following are key points for consideration with respect to this item:

Town Council approved advancing Towne Square as a Council priority for construction commencing in September 2025. This project is on a fast-track.

A delegation to Council was made in November 2024 by four residents' associations in Ward 3 concerning Towne Square design that was approved by the Accessibility Advisory Committee and then Council in 2019. Parks and Open Space staff in collaboration with the Residents' Associations, Oakville Downtown BIA, Brosko Property Management, and Councillor Haslett-Theall and Councillor Gittings, have developed a refined design of Towne Square that improves accessibility and inclusion to the square. Key landscape and architectural features include:

#### **Landscape Key Features**

##### **Barrier-Free Access**

- Accessible promenade from Lakeshore Road sidewalk
- Elimination of the disappearing stairs or 'stramps' making the square completely accessible and safe
- Addition of an accessible path into the square between two oversized tree planters flanking the promenade

### **Seating Opportunities**

- Increased seating opportunities (fixed and flexible) around the square and along the promenade
- Planters are seatwall height enabling seating opportunities for wheelchair users along Lakeshore Road or adjacent to the square
- Rounded corners on planters for smoother access into the square

### **Lighting/Visual Contrast**

- Lighting mounted on plinths that are located outside the path of travel around the square
- Tonal contrast between pavers and lawn coupled with straight lines for easier access, and also accommodate neurodiverse challenges
- Addition of street trees around the square and along the promenade to provide visual edge to the square along with shade and shelter

### **Materials/Finishes**

- Leaf benches are seatwall height and offer comfortable seating on wood/concrete surfaces
- Tactile-stainless steel domes on all steps as a warning strip
- at the top of each step into the square
- Tonal contrast between unit paver field paving and accent banding that orient movement towards the Towne Square
- All paving to conform to AODA and Town of Oakville Universal Design Standards

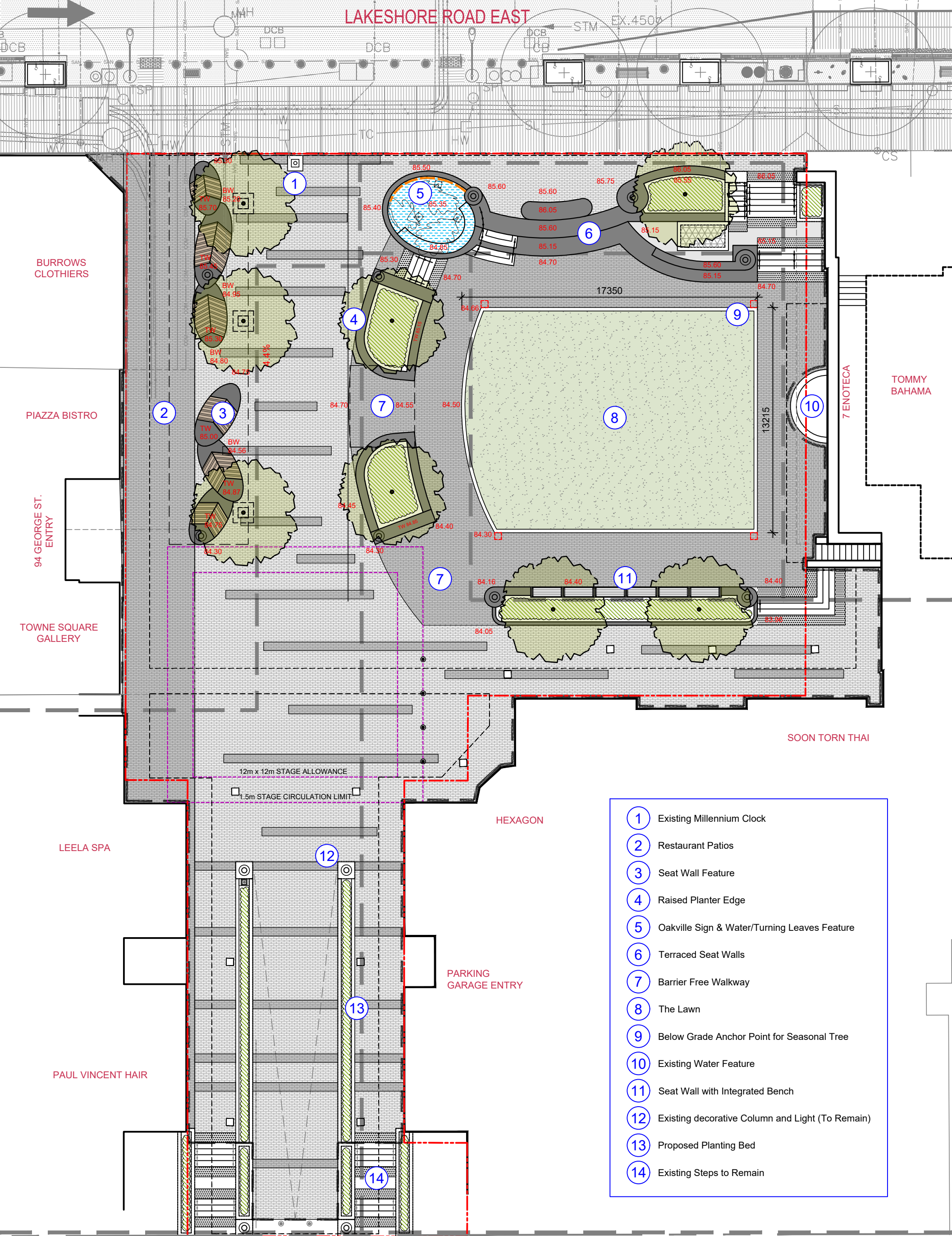
## **APPENDICES:**

Appendix A – OTSR Concept Update

Prepared by:  
NAK Design Strategies

Submitted by:  
Carmen Hui, Landscape Architect  
Parks and Open Space





APPENDIX A



"Leaf" Seating



Granite Cap



Terraced Seating



Wood Bench Insert on Seatwal



Illuminated Lettering for Oakville Sign

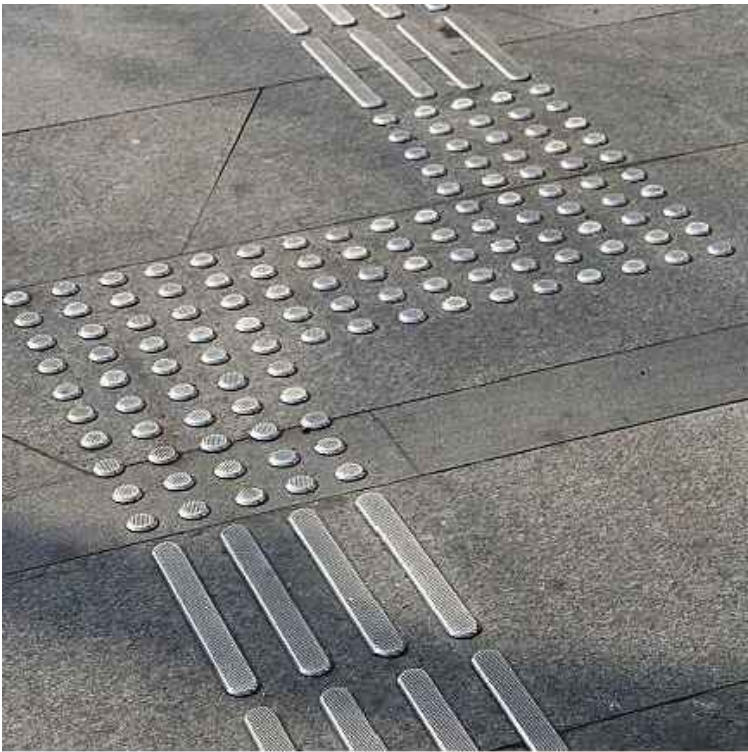


Turning Leaves



Pool Finish & Waterfall Step







## Accessibility Advisory Committee

**Meeting Date: March 20, 2025**

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**FROM:** Clerk's Department

**DATE:** March 11, 2025

**SUBJECT:** Accessibility Map Refresh

**LOCATION:** Town-wide

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### **RECOMMENDATION:**

That the report dated March 11, 2025, entitled Accessibility Map Refresh, from the Clerk's Department, be received.

### **KEY FACTS:**

The following are key points for consideration with respect to this item:

- In 2017, staff consulted with the AAC to begin developing an online map to identify town accessible features and infrastructure. The intention of the map was to provide residents and visitors of all abilities easy to access information in a geographical format.
- In 2018, there was a public launch of the online accessibility map during National AccessAbility Week. The map highlighted accessible features for parks and playgrounds, recreational trails, and municipal parking, incorporating the committee's feedback with:
  - Increased colour contrast to help differentiate buildings and roads from the canvas and text to background;
  - Easy to identify landmarks; and
  - Easy to locate search function.
- At the meeting of June 13, 2024, staff consulted with the AAC to begin an update and refresh of the accessibility map, and seek feedback and ideas about the project, so it may continue to serve as a valuable resource for residents and visitors, enabling them to easily locate and access amenities that support diverse needs, supporting the town's commitment to fostering an inclusive community and ensuring equitable access to amenities for individuals of all abilities.

- Staff have completed the refresh of the map, which included:
  - Reviewing and updating, where necessary, existing data pertaining to accessibility features.
  - Identifying new data sources and information on accessible amenities that may be incorporated.
  - Designing and developing user-friendly interfaces for the accessibility map with input from communication experts to enhance the customer experience.
  - The [new basemap](#) for the accessibility map is designed to improve mapping workflow while prioritizing accessibility. It follows Canadian Web Content Accessibility AA standards, ensuring a 4.5:1 contrast ratio between solid colors and non-text elements and a 3:1 ratio for user interface components. With a clean, minimalist design, the basemap enhances readability through higher contrast, enlarged labels and label halos.
- Following final consultation with the AAC, staff will conduct outreach and communication for the public and staff on utilizing the updated map.

Prepared and Submitted by:

Andrea Coyne  
Manager, Elections, Policy, Print Services  
Clerk's Department

**Memo**

To: Accessibility Advisory Committee

From: Andrea Coyne, Manager, Elections, Policy, Print Services

CC: Jasmina Radomirovic, Council & Committee Services Coordinator

Date: December 18, 2024

Subject: Follow up from the meeting of December 12, 2024

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**Comments**

At the Accessibility Advisory Committee meeting of December 12, 2024, the committee requested follow-up information regarding the staff presentation of the 2024 Annual Accessibility Status Update, Item 4.1. In response, staff consulted with the relevant teams and have compiled the following information:

**Social media accessibility**

With the increasing use of social media by residents, are town posts accessible?

Closed captions and alt text (for use when images are present) are included in the town's social media posts. Staff are committed to continuing these practices and staying updated on trends and technological advancements to ensure all communications, including social media posts, remain accessible.

**Website Navigation**

Websites can be complicated, especially for those who are not fully computer literate. A committee member expressed difficulty navigating the website. How can website navigation be made easier?

Staff will continue to review and improve website navigation. Additionally, we are actively working to find appropriate solutions to remove inaccessible PDFs from the website and explore document remediation tools to enhance overall accessibility. Any members or users who have specific issues or concerns are encouraged to share details with staff so we can work to address them directly.

**Oakville Transit Schedules**

Why were PDF schedules removed from the Oakville Transit website, and is there a plan to bring them back?

Oakville Transit removed the PDF schedules from the website at the time of the website update because of challenges in maintaining and updating the PDFs. However, Transit staff are exploring potential solutions to reintroduce PDF schedules on the website in a more manageable and user-friendly format.



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## Innisfil's Breaking Down Barriers Awareness Program returns to the classroom

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Posted on Tuesday, April 25, 2023

Categories:

Innisfil, ON – The Town of Innisfil and the Innisfil Accessibility Advisory Committee are excited to relaunch the Committee's signature Breaking Down Barriers Awareness Program in local elementary schools for the 2023/24 school year. After a three-year pause, the initiative will return to in-person learning to help students better understand the disabilities and barriers that people of all ages face in their daily lives.

"We are so thrilled to see the Breaking Down Barriers program return to our schools," says Mayor Lynn Dollin. "A day focused on breaking down barriers reminds us to examine our community and identify whether there are obstacles that prevent people from being able to fully appreciate all Innisfil has to offer. This important dialogue helps us to shape the future we want to see."

Geared towards Grade 5 students, the Breaking Down Barriers Awareness Program provides youth with a simulated experience of the barriers that may prevent someone from fully participating in society. Through interactive activities and demonstrations, participants get to see, hear, and feel what everyday life is like for people with different abilities. The program encourages youth to build empathy for others while reinforcing the importance of universal access and inclusion for everyone.

Breaking Down Barriers Awareness Days are free and delivered by members of the Innisfil Accessibility Advisory Committee together with teachers and senior student volunteers. Activities include wheelchair demonstrations, vision simulations, hearing tests, and education on mental health, autism spectrum disorder and DeafBlind Ontario Services.

The Committee has also announced a partnership with SUPERIOR Home Health Care to obtain six youth wheelchairs for use during the program. With 29 years of industry experience, the Ontario home medical supply provider will spearhead the initiative to acquire donated wheelchairs and provide any required maintenance on equipment to ensure it is safe for use.

Councillor Robert Saunders, who is Chair of the Innisfil Accessibility Advisory Committee, says, "We are grateful to SUPERIOR Home Health Care for their generous support of our Breaking Down Barriers Awareness Program. Their experience and expertise will be invaluable to our efforts to grow the program even bigger. The Committee is excited to work with them to achieve this goal for 2023."

Owners John Tom and Suzi Jennings add, "Innisfil's Breaking Down Barriers Awareness Day Program is a fantastic educational experience for children. It is very important to raise our youth to respect the physical mobility challenges that so many people face, and to teach them empathy and understanding for others. Our company is absolutely thrilled to be the wheelchair equipment/technical partner in this program."

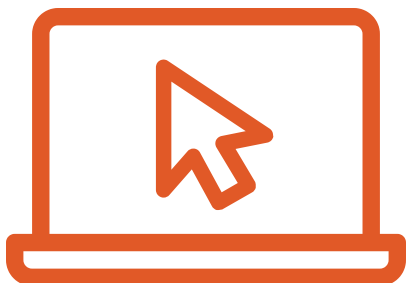
To donate a used manual wheelchair, please contact Jeff Crosby at SUPERIOR Home Health Care's Barrie location by May 12, 2023 via [barrie@superiorhomehealthcare.ca](mailto:barrie@superiorhomehealthcare.ca) or 705-722-3376.

More information on the Breaking Down Barriers Awareness Program is available at [innisfil.ca/BreakingDownBarriers](https://innisfil.ca/BreakingDownBarriers).

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