

AGENDA

Date: June 12, 2025
Time: 4:00 pm
Location: Virtual Meeting

This meeting will be held virtually. 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>.

| | Pages |
|---|-------|
| 1. Regrets | |
| 2. Declarations of Pecuniary Interest | |
| 3. Confirmation of Minutes of Previous Meeting(s) | |
| 3.1 Minutes March 20, 2025 | 3 |
| 4. Discussion Item(s) | |
| 4.1 Update on Ontario's Progress Toward an Accessible Province by 2025 | 6 |
| 5. Information Item(s) | |
| 5.1 Government of Canada Public Review on the Draft Standard: Accessible and Equitable AI Systems | |
| 5.2 Memo - Follow up from AAC Meeting of March 10, 2025 | 12 |
| 5.3 Oakville Transit expands access with free care-A-van service as of May 1, 2025 | 14 |
| 5.4 Metrolinx Accessibility Public Meeting | |
| 6. Date and Time of Next Meeting | |
| Thursday, September 11, 2025 | |

7. Adjournment

Accessibility Advisory Committee

MINUTES

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

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

Regrets: Devin Bright
Nora Lavell

Staff: A. Coyne, Manager of Elections, Policy and Print Services
J. Phoenix, Manager of Planning and Administrative Services
C. Hui, Landscape Architect
F. Goehner, Supervisor - Business Solutions and Analytics
F. Loconte, Manager - Parks Capital Planning & Management
A. Holland, Manager of Council and Committee Services
L. Harris, Council and Committee Coordinator

A meeting of the Accessibility Advisory Committee was held on March 20, 2025, in the Council Chamber of the Oakville Municipal Building, commencing at 4:00 p.m.

These minutes will go forward to the Council meeting of May 1, 2025, for approval. Please view those minutes to note any changes Council may have made.

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 December 12, 2024

Moved by Julie Romanow

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

CARRIED

4. Discussion Item(s)

4.1 Oakville Transit Annual Accessibility Plan 2025

Moved by Deborah Metrakos

That the Oakville Transit Accessibility Plan 2025 be received.

CARRIED

4.2 2024 Accomplishments and 2025 Workplan

Moved by Karen Bodolai

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

CARRIED

4.3 Towne Square

Moved by Karen Bodolai

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.

CARRIED

4.4 Accessibility Map Refresh

Moved by Julie Romanow

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

CARRIED

5. Information Item(s)

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

5.2 Breaking Down Barriers Awareness Program

Moved by Julie Romanow

That the information items be received.

CARRIED

6. Date and Time of Next Meeting

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

7. Adjournment

Moved by Deborah Metrakos

That this meeting be adjourned.

CARRIED

The meeting adjourned at 5:08 p.m.

Accessibility Advisory Committee

Meeting Date: June 12, 2025

FROM: Clerk's Department

DATE: June 3, 2025

SUBJECT: **Update on Ontario's Progress Toward an Accessible Province by 2025**

LOCATION: Town-wide

RECOMMENDATION:

1. That the report dated June 3, 2025, entitled Update on Ontario's Progress Toward an Accessible Province by 2025, from the Clerk's Department, be received for information.
2. That the draft Notice of Motion, attached as Appendix A to the report dated June 3, 2025, entitled Update on Ontario's Progress Toward an Accessible Province by 2025, from the Clerk's Department, be considered by Council.

KEY FACTS:

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

- The Accessibility for Ontarians with Disabilities Act (AODA) was enacted in 2005 with the goal of creating a barrier-free Ontario for all people with disabilities by January 1, 2025.
- The AODA covers customer service, employment, information and communications, transportation, and built environment.
- The province's "Path to 2025" action plan focused on education, innovation, enforcement, and engagement.
- Every four years, an independent reviewer is appointed to assess the effectiveness of the AODA.
- Challenges and inconsistencies have been identified with respect to AODA progress.
- Advocacy continues, with recommendations for a comprehensive provincial action plan to support AODA implementation, for the Province to set clear timelines, define measurable progress, and commit to regular public reporting—efforts that align with Council's strategic priority of fostering community belonging.

Purpose:

This report provides an update on the Province of Ontario's progress toward the goal of creating a barrier-free Ontario for all people with disabilities by January 1, 2025, under the Accessibility for Ontarians with Disabilities Act (AODA). It includes background on the AODA, findings from legislated reviews, and an update on the town's intergovernmental request submitted in 2024.

Background:

The Accessibility for Ontarians with Disabilities Act (AODA) was enacted in 2005 with the purpose of identifying, removing, and preventing barriers to accessibility in key areas of daily life, including customer service, employment, information and communications, transportation, and the built environment. The legislation set a goal for Ontario to be barrier-free by January 1, 2025.

To support this goal, the Ministry for Seniors and Accessibility released a multi-year action plan titled "Path to 2025: Ontario's Accessibility Action Plan", which focused on education, engagement, innovation, and enforcement.

Every four years, the Lieutenant Governor of Ontario appoints someone to review the AODA. This reviewer spends time meeting with the public, including people with disabilities, discussing possible improvements the AODA might need. Based on public feedback, the reviewer writes a report about how effective the AODA and its mandates are and provides recommendations to improve the Act.

- [First Review](#) (2010): Charles Beer recommended stronger enforcement and better awareness of the AODA, and to harmonize the accessibility standards prior to releasing the remaining proposed standards as regulations
- [Second Review](#) (2017): Honourable David C. Onley, former Lieutenant Governor of Ontario – called for bold leadership, stronger enforcement, and a fundamental shift in attitude. It was recommended that the Province treat accessibility as a human rights priority by embedding it across all sectors, increasing accountability, and removing systemic barriers through coordinated, measurable action.
- [Third Review](#) (2019): Honourable David C. Onley, former Lieutenant Governor of Ontario – Identified persistent barriers and emphasized the need for more systemic action, especially in the built environment.
- [Fourth Review](#) (2023): Rich Donovan, CEO of The Return on Disability Group – Focused on economic and social impacts of inaccessibility, and recommended measurable accountability frameworks.

Accessibility Standards

Under the Accessibility for Ontarians with Disabilities Act (AODA), public sector organizations are required to submit accessibility compliance reports every two years, while private sector organizations with 20 or more employees must report every three years. In support of improved compliance, the AODA Information and Communications Standards Development Committee has recommended consolidating accessible feedback requirements across all standards into a single section of the Integrated Accessibility Standards Regulation (IASR), helping to reduce confusion and improve clarity.

Although the AODA currently includes standards for areas such as customer service, information and communications, employment, transportation, and the design of public spaces, it does not include standards specific to housing or education. The third legislative review of the AODA recommends the development of accessibility standards for both housing—ensuring new and existing housing is inclusive of people with disabilities—and the education sector. Two separate standards development committees have drafted recommendations to address accessibility in Ontario's kindergarten to grade 12 and post-secondary education systems.

Recent developments also highlight efforts to harmonize accessibility standards across jurisdictions. While provinces such as Ontario, Manitoba, Nova Scotia, British Columbia, and Newfoundland have their own accessibility legislation, the federal government has introduced national standards under the Accessible Canada Act. The third AODA review supports the alignment of Ontario's accessibility laws with those of other provinces and federal legislation to ensure consistency and reduce duplication. Accessibility Standards Canada (ASC) has adopted several European-based standards for information and communication technology (ICT), including accessible documentation, software, webpages, relay services, and emergency services. Future updates to AODA standards may draw from these federal and international frameworks to modernize and enhance accessibility across Ontario.

Current Status:

The 2025 target date for achieving full implementation of the Accessibility for Ontarians with Disabilities Act (AODA) has come and gone, yet progress remains ongoing. While some sectors have seen improvement, the pace of implementation and enforcement continues to vary. The town continues to monitor the Ministry's work and related developments closely, recognizing that accessibility is an ongoing journey. As new tools, technologies, and best practices emerge, it is essential to maintain flexibility in order to incorporate them into accessibility planning and service delivery.

Recurring themes from legislative reviews and interested parties feedback have emphasized the need for:

- Consistent enforcement of existing standards;
- Clearer roles and responsibilities across sectors;
- Increased public awareness and education;
- Stronger accountability mechanisms; and
- Defined outcomes and timelines to guide future implementation.

While the final recommendations on the [Design of Public Spaces Regulation](#) have been received, and consultation on the [Accessible Customer Service Standards](#) have recently concluded, the Province has not provided any updates on anticipated legislative changes or revised timelines. Notably, there has been no formal acknowledgement of the [January 1, 2025 date](#) milestone.

To date, the Province has not issued a new or updated comprehensive action plan in response to the recommendations of recent legislative reviews.

Advocacy Briefing Support

The town continues to support intergovernmental advocacy through its 2025 Priority Intergovernmental Requests. One of the identified priorities calls on the Province to develop a comprehensive action plan to support the implementation of the AODA and related recommendations. It also urges the province to:

- Review and adjust timelines as needed, supported by detailed and achievable steps;
- Identify concrete measures to guide progress; and
- Commit to regular public reporting on the status of accessibility initiatives across Ontario.

The town and the Accessibility Advisory Committee (AAC) remain actively engaged with Council to advance this advocacy. These efforts align with Council's strategic priority of fostering community belonging by removing barriers to participation for all residents. To support this ongoing advocacy, a draft notice of motion for Council's consideration is attached as **Appendix A**.

Next Steps for the AAC

The Accessibility Advisory Committee will continue to:

1. Monitor developments and provincial updates related to AODA implementation;
2. Support local initiatives that aim to exceed minimum accessibility requirements;
3. Reinforce the importance of municipal leadership in identifying and addressing local accessibility barriers; and
4. Encourage ongoing engagement with persons with disabilities in the planning and delivery of municipal services in accordance with the AODA.

The province's goal of achieving a barrier-free Ontario under the AODA by 2025 remains a significant and ongoing undertaking. The town continues to support this goal through local implementation and advocacy.

As the mandate of the Oakville AAC is to provide advice to Town Council on accessibility initiatives under the AODA, the committee plays an important role in monitoring progress and advancing efforts that promote equitable access for residents of all abilities.

Appendices

Appendix A – Draft Notice of Motion

Prepared and submitted by:
Andrea Coyne
Manager, Elections, Policy, Print Services

Advancing the Full Implementation of the Accessibility for Ontarians with Disabilities Act (AODA)

WHEREAS the Accessibility for Ontarians with Disabilities Act, 2005 (AODA) was enacted with the goal of creating a barrier-free Ontario for all people with disabilities by January 1, 2025; and

WHEREAS multiple legislative reviews and community feedback have identified challenges and inconsistencies in the enforcement, planning, and reporting mechanisms related to AODA implementation; and

WHEREAS the Town of Oakville remains committed to fostering community belonging and removing barriers to participation through local implementation of AODA standards and continued advocacy to the Province of Ontario; and

WHEREAS the Accessibility Advisory Committee (AAC) has reviewed the staff report entitled Update on Ontario's Progress Toward an Accessible Province by 2025, dated June 3, 2025, and recommends that Council demonstrate continued support for the ongoing advocacy efforts;

THEREFORE, BE IT RESOLVED

THAT the Province of Ontario be called upon to support the goal of the AODA and champion its full implementation by:

- Developing and releasing a comprehensive provincial action plan with clear and achievable timelines;
- Establishing measurable accountability frameworks to track progress; and
- Committing to regular public reporting on the status of accessibility initiatives across Ontario; and

AND THAT a copy of this resolution be forwarded to the town's Accessibility Advisory Committee, Halton Region Accessibility Advisory Committee, Accessibility Advisory Committee's of the Halton area municipalities, Association of Municipalities of Ontario (AMO), Association of Municipal Managers, Clerks and Treasurers of Ontario (AMCTO), Premier Ford, Ontario's Minister for Seniors and Accessibility, and Members of Provincial Parliament and members of Parliament who ridings are located in the Town of Oakville.

Memo

To: Accessibility Advisory Committee

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

CC: Lisa Harris, Council & Committee Services Coordinator
Joanne Phoenix, Manager, Transit – Planning and Administrative Services

Date: April 7, 2025

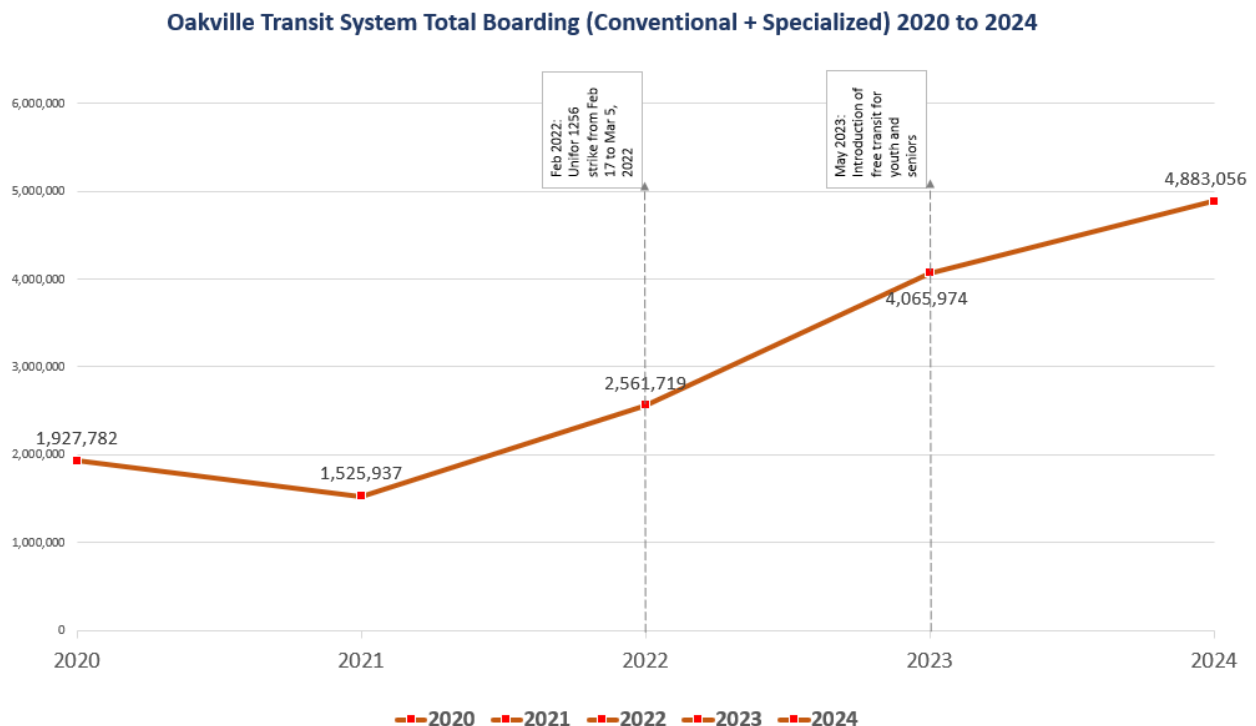
Subject: Follow up from the AAC Meeting of March 20, 2025

Comments

At its March 20, 2025 meeting, the Accessibility Advisory Committee requested follow-up information on two staff presentations.

Item 4.1 – Oakville Transit Annual Accessibility Plan 2025

The committee asked for year-over-year ridership statistics. In response, Oakville Transit has provided a five-year overview (2020-2024) of total system ridership, including boardings for both conventional and specialized services. Please contact me if any member requires this data in an alternative format.



Item 4.4 – Accessibility Map Refresh

The Committee requested usage statistics for the accessibility map, with a focus on how users access it online.

Staff consulted with the web analytics team and confirmed that the previous accessibility map URL was not compatible with Google Analytics, so traffic data collection only began with the launch of the updated map. Going forward, analytics will be available, and staff will provide a 2025 usage update at a future meeting. This will include data on site visits, device types, user locations, and how users reached the map (e.g. directly from Oakville.ca, via search engine, or through referrals).

Oakville Transit expands access with free care-A-van service as of May 1, 2025

Wednesday, April 23, 2025

To foster a more inclusive and connected community, the town is pleased to announce that beginning May 1, 2025, Oakville Transit will offer care-A-van service free of charge to all registered customers.

Since children, youth and seniors already ride for free with a PRESTO card, this new initiative introduces free transit for registered adult care-A-van customers when using a PRESTO card.

Free care-A-van service was approved by Council as part of the 2025 budget and ongoing efforts to build a community that values diversity and prioritizes the needs of all its residents. This initiative reflects the town's commitment to enhancing mobility, well-being, and overall quality of life for all individuals.

Oakville Transit's care-A-van is a door-to-door specialized transit service, designed to meet the needs of persons with disabilities. Anyone who is unable to use conventional transit due to a physical or functional disability is eligible to apply for care-A-van.

All registered adult care-A-van customers are required to set a new concession/fare category on their PRESTO cards as part of the free fare initiative, which can be done one of two ways:

Online at prestocard.ca, using the voucher code provided by Oakville Transit, or
In person at the ServiceOakville counter at Town Hall or at the Oakville Transit facility.

care-A-van customers who need a PRESTO card can download one for free from the PRESTO app or purchase one at any Shoppers Drug Mart location.

For more information, visit the [care-A-van](#) page on the Oakville Transit website.

Quick facts

care-A-van customers can easily book, update or cancel their rides using self-serve options such as the On Demand mobile app, online or by phone.

care-A-van drivers assist customers by escorting them from the front door of their pick-up location to the first accessible entrance at their destination.

Service is provided by fully accessible buses, ensuring a comfortable and secure ride for customers with diverse mobility needs.

All care-A-van users must be registered customers and trips pre-booked in advance. Customers are required to tap their PRESTO card to travel for free.

Mandatory support persons continue to ride free when accompanying a registered care-A-van customer on their trip.

Quote

“By offering free care-A-van service to all eligible residents, we’re building a more inclusive, accessible, and connected Oakville. This program removes barriers and enables more people to participate fully in all aspects of community life.”

– Mayor Rob Burton