



Accessibility Advisory Committee

Meeting Date: March 21, 2024

FROM: Clerk's Department

DATE: March 12, 2024

SUBJECT: 2024-2029 Multi-Year Accessibility Plan Development

LOCATION: Town-wide

RECOMMENDATION:

That the report dated March 12, 2024, entitled "2024-2029 Multi-Year Accessibility Plan Development", be received.

KEY FACTS:

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

- Developing, posting and implementing a multi-year accessibility plan (MYAP) is an ongoing requirement of the [Integrated Accessibility Standards Regulation \(IASR\) under the Accessibility for Ontarians with Disabilities Act, 2005](#).
- In development of the towns' 2024-2029 MYAP, it will highlight key accomplishments, share trends in community feedback related to what an accessible Oakville means to them, and outline the town's ongoing commitments, new initiatives/areas of focus for the next five years.
- A Draft MYAP will be presented to the Accessibility Advisory Committee (AAC) for review and feedback at the committee's September 2024 meeting.

BACKGROUND

Developing, posting and implementing a multi-year accessibility plan (MYAP) is an ongoing requirement of the [Integrated Accessibility Standards Regulation \(IASR\) under the Accessibility for Ontarians with Disabilities Act, 2005](#). The town's previous plans focused on specific, phased-in requirements under the IASR and our actions to meet them. The town has now met most of these requirements and there are no new requirements currently set out by the province.

In development of the towns' 2024-2029 plan, it will:

- Highlight the town's recent key accomplishments within the IASR areas of customer service, information and communication, employment, transportation, and the design of public spaces.
- Share trends in community feedback related to what an accessible Oakville means to them.
- Outline the town's ongoing commitments, new initiatives/areas of focus for the next five years.

Over the past few months, staff have taken significant strides to ensure that the plan is comprehensive, inclusive, and reflective of the diverse needs of our community through the following means.

Staff consultation:

Engagement with internal staff has been dynamic and encouraging, with valuable insights gathered from all departments and business areas. The input received has been instrumental in identifying successes from the current MYAP, areas for improvement, and opportunities to tailor strategies and align with other town plans currently underway that address specific accessibility challenges within the town.

Public survey outreach:

To ensure a holistic approach, we launched a public survey aimed at engaging the Oakville community and gaining a deeper understanding of their accessibility concerns and expectations. The survey was accessible online and available in alternate formats upon request, running for just over a month to allow ample time for widespread participation. The information and opportunity to participate was shared with numerous partners and groups, including community organizations, resident groups, business improvement areas, schoolboards, and more. The response was encouraging with over 100 responses and a diverse range of voices contributing to the conversation. Attached as **Appendix A** is the summary of the survey input received and common themes identified in the responses.

Resident engagement:

We continue to actively work with staff and stakeholders to address the specific concerns and questions raised by residents during the survey period. The town's commitment to transparency and accountability is evident in the ongoing efforts to provide clear and accessible information regarding the development of the plan. This process will continue to be a collaborative one, with ongoing opportunities for residents to share their thoughts and perspectives.

Next steps:

Information gathered from staff consultations and the public survey will be carefully analyzed and integrated into the plan.

Timeline:

Staff are working diligently to adhere to the established timeline for the plan. We anticipate presenting a draft of the plan for review and feedback at the committee's September 2024 meeting, followed by a final version that will be presented to Council for approval.

We appreciate the active participation and collaboration of both staff and residents in this crucial process. Together, we are taking meaningful steps in the town's ongoing commitment toward creating an inclusive environment that honours, respects, and benefits the diverse needs of our community.

APPENDICES:

Appendix A – Summary of MYAP Survey Responses

Prepared by:

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

Sarah Stewart
Corporate Strategy Program Advisor
Strategy, Policy and Communications