

Development of the town's 2024-2029 Multi-Year Accessibility Plan

Accessibility Advisory Committee
March 21, 2024

Background

- Ongoing requirement of the *Integrated Accessibility Standards Regulation (IASR)* under the *AODA*.
 - Accomplishments we are proud of from the current plan
 - Trends in community feedback
 - Outline the town's ongoing commitments/new initiatives/areas of focus
- Comprehensive, inclusive, and reflective of diverse community needs
- Staff and community consultation

Public survey

- Based on the Integrated Accessibility Standards Regulation
- Open from January 24 to February 25
- Received over 100 responses
- Share high-level findings
 - Demographics
 - Customer service
 - Information and communications
 - Employment
 - Transportation
 - Design of public spaces



Demographic Patterns

- 63% over 40 years old
- 58% live in Oakville
- 33% identify as a person with a disability
- 33% identify as a person with limited mobility
- 34% are a friend, family member or caregiver of a person with a disability



Customer service

Positive experiences:

- Positive feedback!
- Many people access town programs and services online
- Call/email to ServiceOakville to report feedback

Barriers or challenges:

- Challenges reported when using a town service or visiting a town facility yet did not provide feedback to the town
- Ability to provide feedback by phone
- Improved/enhanced training

Information and communication

Positive experiences:

- Town's website rebuild
- Continue sharing and promoting of town awareness campaigns (public safety, crosswalks, and bike lanes)



Barriers or challenges:

- Improve sharing of information on the website;
- Share accessible amenities/features at town facilities
- Browsealoud/ReachDeck, other assistive tools to be explored

Employment

- Accessibility
accommodation
information useful, helpful.
- Requests for simpler
application process when
applying for a job or
volunteer opportunity.



Moving around Oakville

- Oakville Transit
 - Continuous improvements
 - Friendly, well-trained staff
 - Continuous improvements to Care-A-van to reduce wait times/backlog
- Intersections and crosswalks
 - Improved lighting (in major corners or intersections with newly developed residential areas), longer cross walk times, improved snow removal response times



Accessing town facilities and spaces

Positive experiences:

- Positive feedback!
- Respondents pleased with Oakville's facilities, trails, play spaces, etc.
- New downtown Cultural Hub Redevelopment project, address many concerns with Central Library and OCPA

Barriers or challenges:

- Improved beach/waterfront access
- Improved lighting
- Regular maintenance of accessibility features, spaces
- More paved trail options
- Curbside parking options

Overall Satisfaction Levels

“The town of Oakville should continue to position itself as a leader in creating accessible experiences for everyone who lives, works and visits Oakville.”

“The town is doing many great things.”

“Appreciate what you have done so far. Keep it up. It does make a difference.”

“Doing a great job and it is obvious the Town cares to make accessibility a priority.”

“Love new site for Oakville Transit and Town Site too.”

“I love Oakville. Please continue the great work. Surveys to hear community voices are welcomed and appreciated.”



2024-2029 MYAP Development

