

**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.