

2023 Accessibility Compliance Update

Corporate Services

Facilities & Property Management

Accessibility Planning & Compliance

December 11, 2023



2023 compliance activities

- Compliance Plan with the province
- Inspection by the province
- 2023 Provincial Accessibility Compliance Report

Provincial Compliance Plan

- Non-compliance with s.14
- Entered into compliance plan with the province in March, 2023
- City continues to move towards compliance

Provincial inspection

- Transportation requirements
- Design of Public Spaces requirements
 - Exterior paths of travel
 - Intersections
 - Recreational trails and boardwalks

Provincial Accessibility Compliance Report

Compliance reports required for:

- Business or non-profit organization with 20 or more employees
- Designated public sector organization
- City files every two years (sixth report)

2023 report

AODA Standard	Number of questions	Compliance
General requirements	10	10
Customer service*	7	7
Information and communications	2	1
Employment	3	3
Transportation	3	3
Design of public spaces	6	6
Municipal AACs	4	4

Question 14: website and web content requirement

- ✓ Accessible website (WCAG 2.0 AA)
 - Many municipalities did not meet this requirement

Accessible web content

- Web content definition unclear under AODA
 - Most municipalities focus on documents for “web content”
- 99% of municipalities did not meet this part of the requirement