

Accessible Document Program Update

Presented by: City Manager's Office –
Strategic Communications & Initiatives,
Digital Strategy & Experience

Date: December 1, 2025



Information & Communications (current status)

Requirement	Description	Compliant
Feedback	Accessible formats and communications supports upon request	✓
Emergency/Public Safety Information	Accessible format upon request	✓
Accessible Websites and Web Content	WCAG 2.0 Level AA by January 1, 2021	✗
Public Libraries	Provide access to accessible materials where available	✓

Accessible website



- **2018:** “Better Connected” people-centred strategy launched
- **2020:** New Mississauga.ca website launched with accessible, user-friendly design
- **Ongoing:** Continuous improvements in accessibility and user experience

Key accessibility milestones

Date	Milestones
2021	Hired Accessibility Specialist, Digital Accessibility
2022	Launched accessible document awareness campaign and training
2023	Updated templates and piloted accessible presentation project
2024	Hired Project Leader, Digital Accessibility to develop an enterprise-wide accessible document program
2025	Program received Leadership Team approval and support

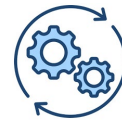
Accessible Document Program

A transformative city-wide initiative to embed accessibility into how we work and communicate.



People

Training, champions and awareness



Processes

Publishing workflows and compliance checks



Platforms

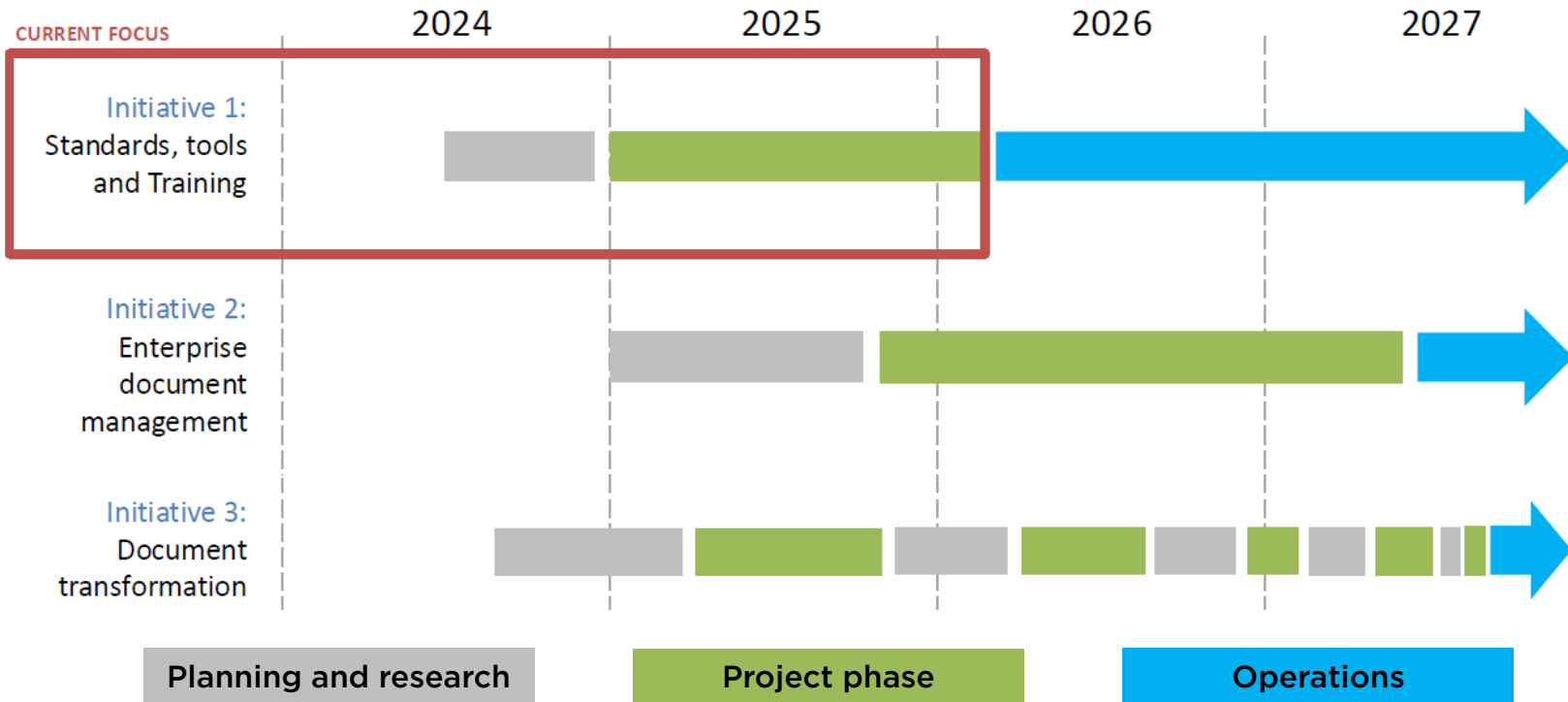
Document management and monitoring tools



Policy

Templates, standards and sustainability

Three key initiatives



Accessible document training program



Launching Q1 2026 and includes:

- Document Standards policy
- Accessible document templates
- e-Learning modules
- Creation tools: guides, checklists and how-to resources
- PDF document compliance checker
- Community of practice

Document Standards Policy



Purpose: Ensure City-created or City-published documents are accessible and meet corporate standards.

Key requirements:

- Use corporate approved accessible templates
- Follow plain and inclusive language guidelines
- Apply consistent formatting and style

Exemptions and exclusions

- Temporary publication of non-compliant documents (maximum 10 business days)
- Drawings must have alternate accessible formats available upon request
- Third-party documents are exempt if the City is legally required to publish them

Publishing standards for PDFs



- Must pass accessibility checks (PDF/UA or WCAG 2.0 Level AA)
- Exempt PDFs must include metadata and respond to accessible format requests
- Non-compliant PDFs must be corrected and reposted
- PDFs not created by or for the City must not be published unless required by law

Compliance tool

PDF Accessibility Checker (PAC 2024):

- Globally recognized
- Validates against PDF/UA and WCAG standards
- Supports visual checks and generates compliance reports

The screenshot displays the PAC 2024 - PDF Accessibility Checker interface. The document being checked is titled "Accessible Document Program LT Meeting" with a filename of "Accessible Document Program report.pdf". The document is in English, has 7 pages, 165 tags, and a size of 773 KB. The interface shows three tabs: PDF/UA, WCAG, and Quality, all of which are active and marked with green checkmarks. A red box highlights the text: "The PDF/UA requirements checked by PAC are fulfilled." Below this, a table provides a detailed breakdown of the checkpoints and their results.

Checkpoint	Passed	Warned	Failed
✓ PDF Syntax (ISO 32000-1)	183	0	0
✓ Fonts	8	0	0
✓ Content	13869	0	0
⊗ Embedded Files	0	0	0
✓ Natural language	6869	0	0
✓ Structure Elements	19	0	0
✓ Structure tree	165	0	0
✓ Role mapping	225	0	0
⊗ Alternative Descriptions	0	0	0
✓ Metadata	3	0	0
✓ Document settings	4	0	0

At the bottom of the interface, there are two buttons: "Results in detail" and "PDF report", both of which are highlighted with red boxes. The "PDF report" button is the primary focus of the screenshot.

Roles and responsibilities



Accessibility starts with every staff member.

- Document authors
- Supervisors, managers, directors
- Contract managers
- Strategic Communications and Initiatives

Learning support



Establishing a staff community of practice to:

- Share best practices
- Support peers
- Build accessibility skills

Document transformation



Purpose: Address legacy PDFs on mississauga.ca and subdomains and remove access to incorrect, outdated PDFs.

Status: Project starts in Q1 2026

Deliverables:

- Guides and training for PDF remediation
- Procurement of remediation tools and services
- Action plans for departments
- Compliance tracking framework

Document management



Purpose: Establish a document management strategy to ensure compliance tracking and prevent access to incorrect, outdated information.

Status: Requires capital budget approval

Deliverables:

- Procedures to support document cataloging and retention
- Tracking and reporting of non-compliant PDFs

Thank you

Together, we're building a more inclusive Mississauga—one document at a time.