

ACCESSIBILITY ADVISORY COMMITTEE – APRIL 28, 2025**COMMUNICATIONS****Distributed April 22, 2025****Item**

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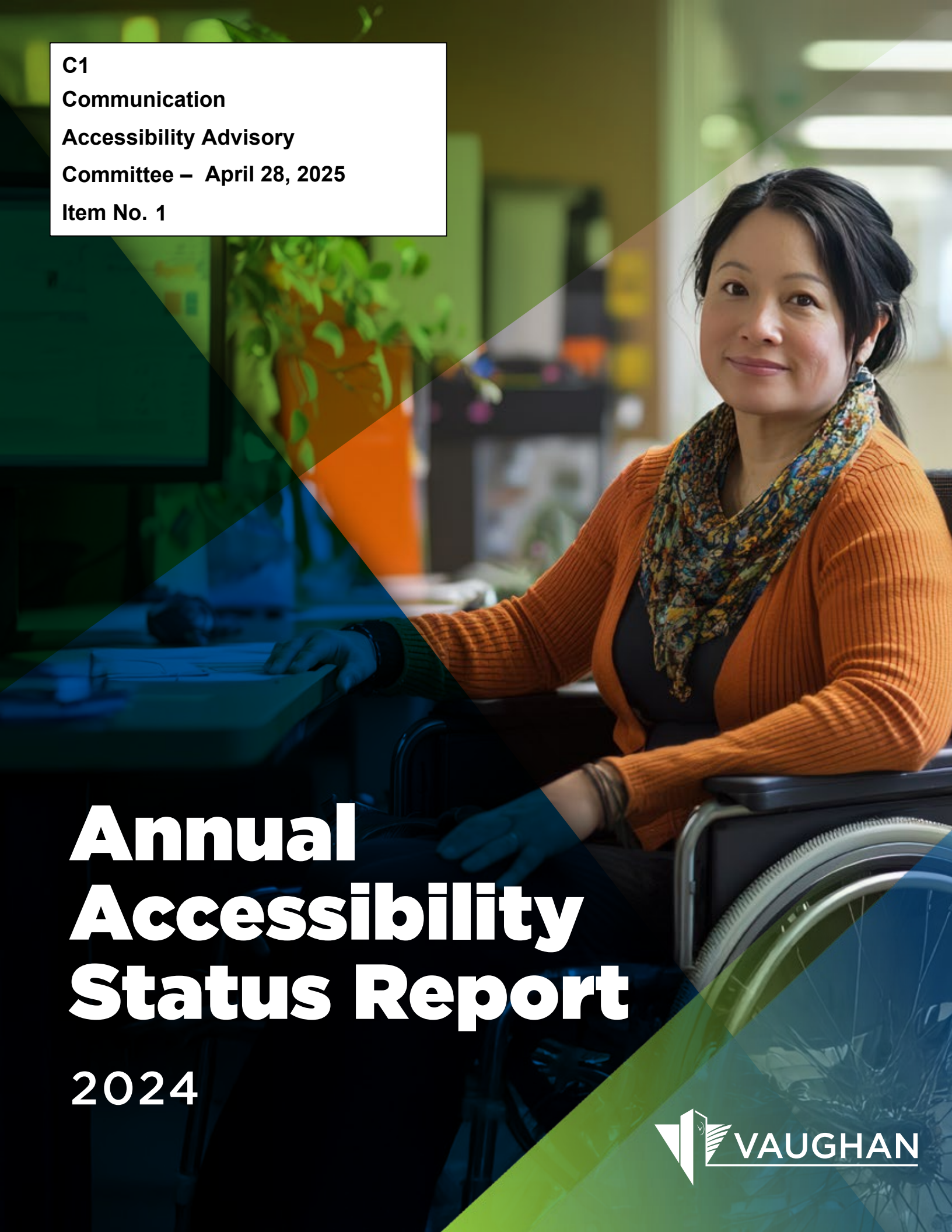
C1

Communication

Accessibility Advisory

Committee – April 28, 2025

Item No. 1

A woman with dark hair, wearing an orange sweater and a colorful patterned scarf, is seated in a wheelchair. She is in an office environment with a desk, a computer monitor, and a potted plant in the background. The image is overlaid with a large, diagonal, semi-transparent blue and green graphic that covers the left and bottom portions of the frame.

Annual Accessibility Status Report

2024



Land Acknowledgement

We respectfully acknowledge that the City of Vaughan is situated in the Territory and Treaty 13 lands of the Mississaugas of the Credit First Nation. We also recognize the traditional territories of the Huron-Wendat and the Haudenosaunee. The City of Vaughan is home to many First Nations, Métis and Inuit people today. As representatives of the people of the City of Vaughan, we are grateful to have the opportunity to work and live in this territory.

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To request an accessible format of this report, contact accessibility@vaughan.ca or Service Vaughan at 905-832-2281 or by TTY at 1-866-543-0545.

Introduction

The City of Vaughan's 2023-2027 Multi-Year Accessibility Plan (MYAP) was developed through a robust community engagement process that included internal and external partners, City staff and Council, local community members and subject matter experts. The MYAP lays out how the City aims to achieve a barrier-free community with universal access to programs, services and facilities. Vaughan Council approved the plan on Nov. 14, 2023.

City staff spent the first year of the current MYAP benchmarking progress from the previous plan and collaborating with diverse partners and stakeholders to chart the way forward. Through the consultation process, the City gathered perspectives from people who live, work or do business in Vaughan, as well as visitors and guests. Recognizing that the latest Statistics Canada ([Canadian Survey on Disability 2022](#)) research finds 27 per cent of the population has at least one disability, it is crucial the City continues to engage with diverse community members, especially people with disabilities. This helps inform planning, policies, programming and processes to be as inclusive as possible.

Along with the in-depth consultation process and assessment of the current state, conducted in 2023, City staff have drawn on a comprehensive internal auditing and assessment of the City's processes, policies, public spaces and priorities. These efforts have helped the

City develop the current MYAP to be a forward-looking five-year plan that truly reflects the inputs, interests and concerns of diverse disability communities and the broader Vaughan community.

Learnings and opportunities emerging from the 2022-2023 in-depth consultations and from community engagement following the MYAP launch are useful for different municipalities. The City has shared information and promoted collaboration on accessibility and related issues through participation in the [Municipal Diversity and Inclusion Group](#) (MDIG) convened by York Region. The MDIG space brings together municipalities and key partners in healthcare, education, community safety and human services. The City's Inclusion and Community Outreach team also contributes to knowledge exchange through networks like the Ontario Network of Accessibility Professionals and the Accelerating Accessibility Coalition.

A commitment to data-driven, collaborative approaches to advancing accessibility also links to the City's participation in [World Council on City Data](#) reporting towards ISO standardized municipal information sharing to advance inclusive policy, programming and design. This report constitutes the second annual overview of the [2023-2027 MYAP](#), and shares progress towards the final closure of the plan.

Accessibility Advisory Committee

The City's Accessibility Advisory Committee (AAC) is a statutory committee. All municipalities with 10,000 or more residents are required to convene a citizen's advisory committee under the *Accessibility for Ontarians with Disabilities Act* (AODA). Municipal AACs have been established as a means of informing urban planning and ensuring the voices and perspectives of diverse disability communities are being integrated into the working of the City. The process of consulting AACs on strategic decisions and policies that affect people with disabilities helps guide cities in removing and preventing barriers to accessibility in policies, practices, programming and services.

All municipal board and committee meetings are posted to a [meeting calendar](#) on the City of Vaughan's website.

Accessibility Advisory Committee Members

Gila Martow, Ward 5 Councillor, Chair
Michelle Goldstein Zaldin, Co-Chair
Michael Nigro
Nazila Isgandarova
Rudy Barell
Nida Khurshid
Noor Din
Paresh Jamnadas



2024 Accessibility Committee Members with Mayor, Members of Council, current and former City staff.

Summary of Accessibility Advisory Committee Consultations

In 2023, seven new public members joined the AAC, following the new term of Council in November 2022. This current AAC has held five meetings in 2024, during which the City informed or consulted with the AAC on the following items:

- Intelligent Traffic Signals Strategy
- Waste management strategy
- Accessibility Champions Awards process and voting
- 2023 Annual Report presentation and feedback
- My MS Family York Region presentation
- GoodMaps/CNIB Access Labs accessible wayfinding pilot reporting
- New governance structure/Inclusion and Community Outreach team
- MYAP activities updates
- Doctors McLean District Park renewal
- Community Spaces Plan
- 2025 schedule of meetings

Additionally, AAC members were invited to participate in public engagement activities relating to the Greenspace Strategic Plan, public engagement processes relating to recreation, wayfinding and other accessibility-related events or opportunities, and provincial consultation processes. Committee members will continue

to be alerted to relevant community consultations and opportunities to continue building and strengthening relationships with diverse disability communities.



5
meetings held



16
agenda items discussed,
including:

- **2023-2027 Multi-Year Accessibility Plan**
- **policies, pilot programs and planning proposals**
- **consultations with internal and external partners**



6
emails received about
consultations, capacity
building opportunities
and more

Accessibility Champion Award

The AAC established the Accessibility Champion Award in 2019. The awards are presented every other year to businesses, groups, non-profits or individuals who are helping foster a more accessible community in Vaughan.

From January 2024 to February 2024, the City received 17 nominations from community members who wanted to recognize organizations and individuals for being leaders in promoting a barrier-free city.

During a ceremonial presentation in May 2024, [five Accessibility Champions received awards](#):

- **Anthony D'Ambrosio** in the Student category: Anthony uses his experience of battling a rare form of joint cancer and going through a lower leg amputation to inspire

his community engagement. A Toronto Metropolitan University student, Anthony also volunteers actively to promote research, inclusion and accessibility for people with amputations, including with young people and mentees through York Region school boards, the Terry Fox Foundation and St. John's Rehab Hospital.

- **Deborah Helfand** in the Individual category: Learning to thrive with a mental health condition, Deborah plays a role in changing perceptions and promoting a more inclusive community every day. She has worked her way up to managing the DANI Café (Developing and Nurturing Independence) and she has supported the Café's growth into a training ground for others with



2024 Accessibility Champion Award winners with 2024 Committee Members, Mayor, Members of Council, current and former City staff.

developmental disabilities.

- **Mobile Radiance Dental Hygiene Services**

in the Small Business (For profit) category: Manuela Rosatelli founded Mobile Radiance Dental Hygiene Services to provide people access to quality dental care in the comfort of their homes, long-term care facilities, hospitals and rehabilitation centres, or in workplaces. Her years of experience and networks help her effectively support the dental health of clients across Greater Toronto, and she has brought many smiles to people who couldn't easily get to a hygienist appointment themselves. She also mentors in her field, ensuring her commitment to inclusion is passed on.

- **Sara Elizabeth Centre** in the Small Business (Non-profit) category: Founded in 2006 as part of Blue Veil Charity, the Sara Elizabeth Centre is a non-profit committed to empowering youth and young adults

facing physical and mental challenges. The Centre runs regular programming aimed at building self-esteem, self-advocacy, life skills, teamwork and independence, as well as arts and technology. The Centre works to remove accessibility barriers and foster an inclusive community where unique talents thrive.

- **Kayla Children's Centre** in the Medium Business category (Non-profit): Founded in 2017 as a school, therapy clinic and recreational centre for children with disabilities and complex medical needs, Kayla's supports children ages six weeks to 21 years old who have a wide range of disabilities, and provides a variety of specialized programs that enable them to flourish academically, socially and emotionally. Offerings include a licensed daycare, on-site therapy clinic, adapted sports, a state-of-the-art hydrotherapy centre, personalized family supports and more.



General Accessibility Accomplishments

The City's Accessibility Technical Advisory Committee (TAC) continues to monitor the activities of the MYAP in its second year, with representation from every City department. The Inclusion and Community Outreach team also continues its efforts to foster and grow relationships that have been forged and strengthened through the past years' MYAP consultations, development and roll-out. These relationships with disability communities in and beyond Vaughan are helping grow awareness, so people are informed on how to connect with the City about barriers or questions. This in turn works towards positioning Vaughan as an innovator and leader in inclusion and accessibility.

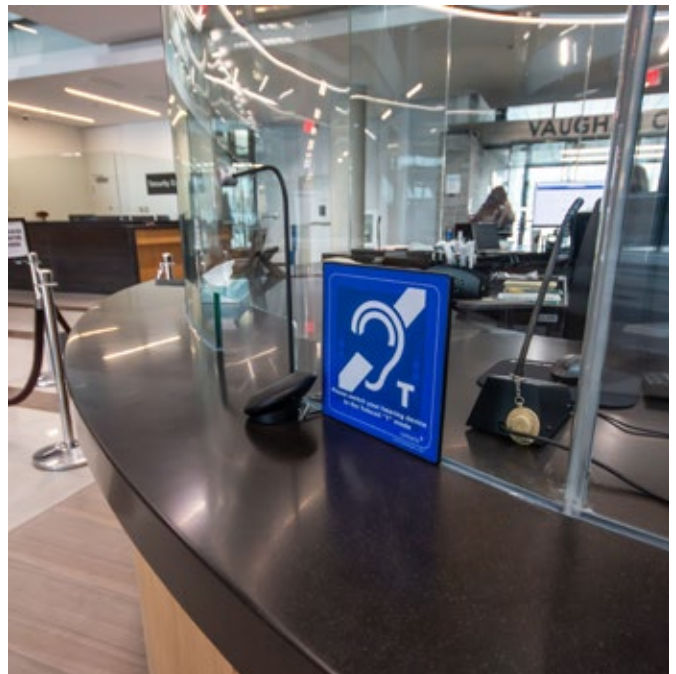
The Inclusion and Community Outreach team plays a pivotal role in advancing the City's commitment to diversity, equity and inclusion through the implementation of several key Council-approved documents. The unit collaborates closely with various stakeholders, including Vaughan Council, City staff, the Senior Leadership Team and several advisory committees focused on diversity, inclusion and accessibility. This collaborative approach ensures the needs and perspectives of diverse community members are integrated into the City's policies and programs.

Under its renewed mandate, the Inclusion and Community Outreach team has transitioned to the Strategic Initiatives Portfolio. Led by the Manager of Inclusion and Community Outreach, the team is dedicated to establishing a matrixed and integrated unit across the entire corporation.

This structure aims to foster a cohesive and effective approach to inclusion initiatives, ensuring they resonate throughout all levels of the organization and within the community.

Progress on Policy Updates

Continuing a policy revision process launched in the first year of the current MYAP, the City developed and rolled out a new online training to ensure staff are oriented to the updated Accessibility Policy (a general policy) and the Accommodation Policy (applies to all employees and Members of Council), as well as the Disability Management program for any staff who requires such support. Council also approved an updated [Accessible Customer Service Policy](#) (PDF) in 2024, covered under the Customer Service Standard.



Spirit of Generosity Recipients

The Spirit of Generosity initiative, founded in 2011, has had a profound impact on communities by supporting more than 200 non-profit and community organizations. These include groups focused on children and youth, healthcare, seniors' services and special needs programs.

Below are the accessibility-focused recipients of the 2024 Spirit of Generosity grant:

- Brighter Path 4 Autism
- Blue Veil/Sara Elizabeth Centre
- Clarico Place of York Region
- Creating Alternatives
- Flex for Access
- Meta Foundation
- Muscular Dystrophy Canada
- My MS Family
- Parkinson Canada Inc.
- Reena Foundation
- Shining Through Centre for Children with Autism
- Waves of Changes for Autism



The My MS Family organization was a recipient of the grant and also had the opportunity to attend an AAC meeting, where they provided the committee with an overview of their work and highlighted the impactful services they offer in Vaughan and York Region. Moving forward, having the Spirit of Generosity grant recipients at AAC meetings will strengthen partnerships with these incredible accessibility-focused organizations, further enhancing the support and services available to Vaughan residents.

Age-Friendly Community Action Plan

Recognizing there are some significant overlapping needs and interests between disability communities and the aging population, an overview of the [Vaughan's Age-Friendly Community Action Plan](#) progress is provided here.

The City continues to develop as an age-friendly city through the advancement of several priorities outlined in the [Vaughan Age-Friendly Community Action Plan](#). In 2024, the City received international recognition when it was accepted into the [World Health Organization's Global Network for Age-Friendly Communities and Cities](#), demonstrating an ongoing commitment to supporting the pillars of healthy aging for seniors in the community.



**WHO Global Network
for Age-friendly Cities
and Communities**

Additionally, ongoing consultation with the [Age-Friendly Vaughan Advisory Committee](#) on corporate policies and strategies, such as the Greenspace Strategic Plan and the Community Spaces Plan (formerly the Active Together Master Plan), ensures accessibility needs of older adults will be integrated in City infrastructure for years to come.

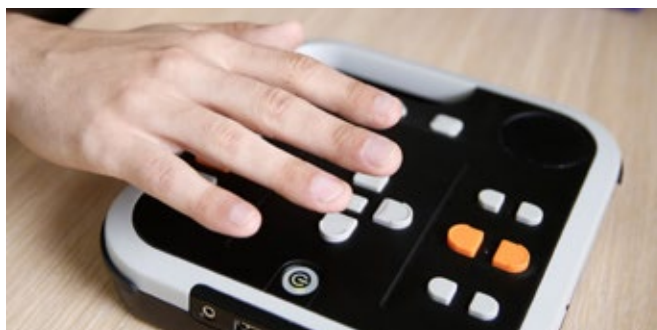
In 2024, the City also received funding from the provincial government through the [Seniors Community Grant Program](#) to offer a variety of free programs — including basic first aid training and educational workshops — aimed at enriching the lives of older adults and empowering them to lead safe, healthy and active lifestyles.



Information and Communications Accomplishments

The City relaunched vaughan.ca in March 2023 to comply with accessibility guidelines as outlined in the AODA Information and Communications Standards, reaching global [Web Content Accessibility Guidelines](#) (WCAG) 2.0. This website relaunch introduced a cleaner interface and enhanced accessibility functions, including mandatory image captions and a tool that translates the website into more than 50 languages commonly used in York Region.

Since then, the City has also rolled out mandatory training for all staff on creating accessible content. The process included the launch of a new e-learning that focuses on the creation of accessible content. As of 2024, it is required for all incoming staff. To support this initiative, an accessible digital content creation toolkit was developed to provide staff with necessary resources. Additionally, representatives from each department have been trained in using analytics tools to ensure the City is maintaining and monitoring compliance across vaughan.ca.



To evaluate accessibility compliance, identify opportunities and establish benchmarks, the City contracted a vendor to conduct a comprehensive assessment of its digital assets. This includes a current state assessment of the City's web components including vaughan.ca, City-owned websites, third-party applications policies, procedures and content. Based on the findings, the vendor will provide recommendations and develop implementation plans to ensure the City meets and exceeds AODA Information and Communications Standards requirements, aiming to achieve WCAG 2.2 compliance, and establishes a sustainable framework.

Last year, the City began implementing a streamlined accessibility feedback process. Anyone with questions relating to accessibility and the City can contact accessibility@vaughan.ca, or share experiences with barriers through the online [Accessibility Feedback Form](#) or an [accessible fillable PDF form](#) (PDF). Residents or visitors with accessibility-related questions can also contact [Service Vaughan](#), which has TTY-enabled phone options.



The updated feedback process was launched with the new website in 2023, and since then, regularly draws queries from Vaughan residents, community organizations or staff and other municipalities. These relate to accessible programs or format requests, supports with navigating the City for people with disabilities and barrier reporting. A positive note is the regular outreach from other municipalities asking to learn more about how the City manages accessibility matters, including engagement and consultation processes. At times, the Inclusion and Community Outreach team has to inform people about the [City's areas of jurisdiction](#) if the site of a barrier report is commercial or pertaining to a different level of government, neighbouring municipality, etc. The team makes all efforts to redirect to partners such as York Region, York Region Transit or the Provincial government or a neighbouring municipality where that is needed.

A comprehensive audit of community centre signage was completed by the Recreation Services department to identify and address accessibility gaps. These findings will guide the department's ongoing remediation efforts and the development of new, accessible wayfinding signage standards for the City. In addition, the department continues to refine the Recreation Services webpages in an effort to meet and maintain web accessibility compliance. This includes progressive updates to web copy, the conversion of PDFs into accessible web formats and ensuring all necessary PDFs meet accessibility standards. When it comes to recreation programs, the inclusion portfolio of offerings will now benefit from targeted marketing initiatives to boost awareness of these much-needed services. This will involve tailored marketing messaging and visually accessible graphics shared across multiple platforms, including the City's website, social media channels, digital advertising channels, email marketing and much more.



Employment Accomplishments

The City continues to prioritize inclusive employment in various ways. The School Crossing Guard Program, in the Transportation and Fleet Management Services department, has built new relationships with Jake's House and with the Ready Willing and Able program at Kerry's Place over the past year. A full evaluation process and functional assessment of the position's needs and requirements was completed over the summer. Staff continue to collaborate with the organizations on recruitment efforts and facilitating the onboarding process. To date, one person has been successfully placed as a School Crossing Guard in Vaughan.



The Recreation Services department received funding through the Ministry of Seniors and Accessibility's [EnAbling Change Program](#) to launch Project NextGen, an employment skills development program for youth with disabilities. This funding has been instrumental in empowering young people with the tools, skills and support needed to succeed in the recreation workforce.

The Workplace Emergency Evacuation Form process has been updated, formalized and integrated into onboarding packages across the City, including Vaughan Fire and Rescue Service and Vaughan Public Libraries. This is an important part of inclusive emergency response planning, ensuring any staff member with a disability, injury or condition requiring support can share with People Leaders what is required in the unlikely event an emergency evacuation of the workplace occurs.

With a commitment to continuous development and learning, the City launched four new training programs for staff. These include two self-guided online trainings on how to create accessible documents and an orientation to the City's accessibility, accommodations and disability management policies and processes. Additionally, the City introduced two new real-time facilitated trainings, one on the AODA and accessibility, and another on the Ontario Human Rights Code and diversity, equity and inclusion in 2024.

Customer Service Accomplishments

The Facilities and Parks Delivery department strives to ensure community engagement processes are safe and inclusive of everyone in the Vaughan community and is committed to supporting the MYAP for this iteration (2023-2027) and beyond. With support from the Inclusion and Community Outreach team, and in collaboration with departments across the organization, Facilities and Parks Delivery will continue refining community engagement processes with equity-deserving communities for parks planning, design and development projects, and will identify capital projects as needed to support key actions identified within the plan, through the capital asset replacement program.

The Recreation Services department continued the effort to expand its inclusion programs with the goal of making services and community centres more accessible for individuals with diverse needs. The department saw a 40 per cent increase in services and a 10 per cent rise in participant enrollment, indicating the community's positive reception of these initiatives. To support this growth, 664 staff members and 123 volunteers received training on AODA and accessibility; Ontario Human Rights Code; diversity, equity and inclusion; disability awareness; program adaptations; behaviour management; and creating inclusive spaces, ensuring staff are equipped to meet diverse needs effectively.

Inclusive events and social engagement are key to healthy communities. The Vaughan Celebrates program—featuring Winterfest, Concerts in the Park and Canada Day—continues to deliver family-friendly, accessible experiences that attract thousands to Vaughan's indoor and outdoor venues. In 2024, these events again featured free activities, entertainment and giveaways. Accessibility features included designated parking and shuttle service; accessible pathways, washrooms and picnic tables; and wheelchair-accessible spaces near the stage at events. Vaughan Celebrates Winterfest also enhanced its programming with inclusive activities, such as tai chi, yoga, Zumba and bracelet making—all designed to engage adults, older adults and people with a range of abilities. New this year, event recap videos were close captioned, and online registration forms replaced PDF forms to enhance digital accessibility.

Vaughan once again served as a Festival Hub for Ontario Culture Days, hosting 80 free events across multiple venues between Sept. 20 and Oct. 13, 2024. The City prioritized accessibility and inclusion, welcoming participation from all residents. Some key accessibility highlights of the festival were:

- Ten events focused on people with disabilities, some led by the City in partnership with organizations such as Variety Village and Special Olympics. Other events were led by

youth and seniors with learning disabilities and included drama workshops, adaptive games and outdoor pop-up runs and walks.

- A collaborative mural project was organized in partnership with the York Catholic District School Board to promote inclusivity and creativity. This initiative engaged youth with disabilities, empowering them to express themselves through visual arts. The mural was unveiled at Vellore Village Community Centre on Oct. 8, 2024, giving students the opportunity to celebrate their achievement with family, friends and peers.
- The City also encouraged the participation of older adults by organizing more than 10 events centred on or led by seniors' groups. Seniors showcased their talents through fitness aerobics, walks, dances and solo performances.

The City's updated [Accessible Customer Service Policy](#) (PDF) was approved by Council in 2024, and applies to all City employees, Members of Council, appointees, resident members of committees, contractors and vendors who provide goods, services or facilities on behalf of the City.

Throughout 2024, the Communications, Marketing and Engagement (CME) team successfully ran a communications campaign to share information and updates about the City's efforts to continue to advance accessibility. The campaign included internal communications to

educate staff, as well as external components, which leveraged the media, the City's corporate social media channels, television screens in Vaughan City Hall and community centres, the City's website and much more, to raise the public's awareness. Campaign topics included how to make an accessible format request, how to provide accessibility feedback to the City, accessible parking rules and the rights of individuals with service animals.

Through efforts to ensure equal access to information for all users, regardless of their abilities, the CME team continued to include closed captioning in all videos posted to the City's YouTube channel, enhance website content and focus on continuous improvement in accessible graphic design elements.

The CME team also enhanced the accessibility of the 2024 Citizen and Business Surveys by widely promoting how residents and businesses could get accessible alternate formats of the surveys on request.



Design of Public Spaces Accomplishments

Accessible Infrastructure

The City continues to follow the technical requirements of the AODA Integrated Accessibility Standards and other relevant legislation and codes as they relate to infrastructure delivery.

In 2024, the City completed Building Accessibility Assessment (BAA) reports for 76 City-owned or operated sites, prepared by CBRE. The BAA covered five main areas: exterior, interior, washrooms, emergency systems and circulation, with each BAA report closing with a prioritization list for any areas needing remediation for compliance or to follow best practices. The BAA reports have been analyzed through an asset management and risk lens to start prioritizing upgrades and renovations based on urgency and an equitable spread of limited resources.

In the coming year, the City will begin working on a schedule of upgrades following the remediation plans for the most highly visited sites, with a series of site visits by accessibility experts to review the upgrades beginning in 2026. Given the full costs of the remediation plans for all 76 sites, follow-ups to all the BAAs will comprise a longer-term project whose scope will outlive this current MYAP (2023-2027), so the City's reporting on progress will straddle multiple accessibility plans. Regular annual reporting will share updates to the community as BAA implementation continues in the years ahead, providing a summary and review before the 2028-2032 MYAP is finalized.

The City is also updating the [2020 Inclusive Design Standards](#) (PDF), a set of guidelines developed for the City to encourage not only meeting, but also going beyond AODA, Ontario Building Code and other applicable provincial guidelines and legislation where possible. The updated edition will take account of best practices and innovations since the last guide, and incorporate community engagement through the AAC and the City's networks of subject matter experts in urban planning, accessible design and disability inclusion.

Accessible Recreation Facilities

In addition to expanding program offerings, the Recreation Services department worked closely with the Facility Management Operations department to address physical accessibility challenges. Accessible change tables have been installed in seven community centres to enhance the safety and dignity of program participants with disabilities. The Recreation Services department has outfitted all community centre pools with extra adaptive flotation devices to enhance water safety and accessibility for individuals with diverse abilities who may need additional support. The department also acquired accessible ice sledges, now available at three City ice rinks, ensuring individuals with disabilities can fully and actively participate in recreational skating and hockey. The Facility Management Operations department installed E-vac chairs in six community centres to ensure a more efficient way to evacuate individuals with



mobility challenges during emergencies. These initiatives ensure equitable access to recreational programs and services and promote inclusive facilities that attract and retain a diverse range of users, while supporting skill development and fostering confidence and enjoyment for all users and their families.

Additionally, the City has acquired or installed additional automatic door openers and four E-vac chairs in City Hall, and is looking to add new hearing loop systems across City facilities.

The Recreation Services – Events team is actively working with Facility Management Operations to improve event accessibility. A key example is the addition of an accessibility lift to ensure safe stage access for attendees to City Hall events who use wheelchairs, mobility scooters, walkers or those with limited mobility. Additionally, new handrails for the City Hall stage stairs

were purchased in November 2024 and will be installed for all events hosted at City Hall moving forward.

VMC Signage and Wayfinding Master Plan

As part of the strategy to promote the implementation of an interconnected parks and open space network in the downtown area, a Vaughan Metropolitan Centre (VMC) [Signage and Wayfinding Master Plan](#) was developed to define how residents, visitors and businesses perceive and navigate through the VMC. The VMC Signage and Wayfinding Master Plan provides guidance for the development of a wayfinding system and signage in the VMC, with a particular focus on parks, trails and public amenities. The VMC Signage and Wayfinding Master Plan was created to support the goals and intent outlined in the [VMC Streetscape and Open Space Plan](#) (PDF) and the [VMC Parks and Wayfinding Master Plan](#) (PDF).

The first phase of this effort involved the creation of the VMC Signage and Wayfinding Master Plan prepared for the City by Cygnus Design Group, a sub-consultant, to guide the development of signage in the downtown area as it evolves. This included designing a cohesive family of exterior pedestrian and cyclist signs specifying materials, details, specifications and potential locations of these signs. The consultant developed and refined potential options for the VMC signs, with significant

The second phase of the study involved the VMC Signage Pilot, which tested signage prototypes in key areas of the VMC. Four signage prototypes were installed at the end of 2023 near the VMC Subway Station and SmartVMC Bus Terminal to assess their effectiveness and durability. In the first half of 2024, City staff gathered internal and public feedback on these prototypes through various engagement methods. Public engagement methods included:

1. an online survey that was available for all residents and visitors of the VMC to complete via a QR Code and the City's website.
2. a User Advisory Group with four community members providing detailed feedback on



the functionality, design, accessibility and overall effectiveness of the signage through a prepared workbook assignment.

- an in-person pop-up at a Concerts in the Park event in Transit Square, where staff engaged with residents and visitors about the signage pilot and collected opinions.

The signage prototypes will be further refined following the evaluation of the VMC Wayfinding Signage Pilot. The feedback received through the various engagement tactics will be used to enhance and further develop the VMC Wayfinding Signage.

What's Next

In the year ahead, the City will continue monitoring the progress of the 2023-2027 MYAP, assessing its halfway point and assessing what remains to be achieved. This work requires the active collaboration of an Accessibility TAC where all departments are represented and ensures the City is meeting its commitments to Vaughan's diverse residents and communities.

Better Your Business: Tourism Diversity

The second iteration of the City's Better Your Business: Tourism Diversity program will open for intake in early 2025. This program will connect up to eight local tourism operators with qualified consultants to build an implementable strategic plan that creates new – or enhances already existing – tourism products, services and/or experiences with a focus on one of the following three categories:

1. 2SLGBTQIA+ tourism
2. BIPOC tourism
3. Accessible tourism



Accessible Indoor Wayfinding Technology Pilot with Canadian National Institute for the Blind (CNIB) Access Labs and GoodMaps

In 2024, the City, working in partnership with [CNIB Access Labs](#), completed the LiDar (Light Detection and Ranging) scanning of six City facilities in order to roll out a pilot of an indoor wayfinding mobile app called [GoodMaps](#).

The GoodMaps app was created to provide both verbal and visual wayfinding instructions to users who have vision-related disabilities, but the tool has been found valuable for other users as well. For example, the app can provide navigation directions that avoid staircases for users who use mobility devices. The app helps visitors navigate the interiors of buildings the way that apps mapping roads direct people using Global Positioning.

The public launch of the app took place in December 2024, and the GoodMaps platform has the following six buildings available:

1. Vaughan City Hall
2. Civic Centre Resource Library
3. Pierre Berton Resource Library
4. North Thornhill Community Centre and Pleasant Ridge Library
5. Chancellor Community Centre and Ansley Grove Library
6. Dufferin Clark Community Centre and Dufferin Clark Library

The City is planning to hold focus groups and user testing in 2025 to assess the response and utility of the app for Vaughan residents and visitors, particularly people with disabilities. Research on the utility and reception of the app by the community will be shared with regional and sectoral colleagues, such as the Ontario Network of Accessibility Professionals, the York Region Municipal Diversity and Inclusion Group and other relevant networks, to continue fostering a broader culture of accessibility and inclusion. Community members interested to participate in in-depth user testing or focus groups are encouraged to email accessibility@vaughan.ca.



MoveSmart Mobility Management Strategy

The MoveSmart Mobility Management Strategy includes actions to update policies, guidelines and engineering standards that support the planning, design and implementation of infrastructure in compliance with accessibility standards. Transportation infrastructure, including traffic calming, pedestrian crossings and intersections, will continue to follow

provincial requirements, including enhanced accessible features.

As part of the Intelligent Transportation System Strategy under the MoveSmart Mobility Management Strategy, the City upgraded its traffic signal systems. This included replacing controllers and cabinets in the field and implementing a new Traffic Signal Control System as the foundation of the Advance Traffic Management System. These upgrades enable proactive and remote monitoring, management and accessibility of traffic signals, enhancing traffic flow, improving flexibility and supporting efficient mobility management across the City's transportation network.

In addition, selected intersections were redesigned to meet AODA standards. Accessibility improvements included touchless pedestrian sensors, variable audio chirps, tactile walking surface indicators and curb ramps. The City also explored and piloted smart technologies at intersections to enable advanced detection of various road users, including pedestrians, cyclists, micromobility users and vehicles.

The City will also participate in the Ontario Vehicle Innovation Network Demonstration Zone pilot, testing new technology that can differentiate between vehicles, cyclists, pedestrians and various modes of traffic. This pilot helps to inform technologies and infrastructure to improve accessibility for all road users, regardless of age or ability. The pilot will take place at the Millway Avenue and Apple Mill Road intersection.

Connect, Engage and Stay Informed

The MYAP is the result of community, internal, regional and sectoral collaborations that rely on continuous engagement. The City will revisit this plan regularly in the years ahead and provide annual reports to the public that share updates on progress to continue to foster communication, transparency and Service Excellence.

The City is grateful for questions, thoughts and constructive feedback, and encourages residents and visitors to reach out with any input. Contact accessibility@vaughan.ca or Service Vaughan at 905-832-2281 or by TTY at 1-866-543-0545 with any feedback or inquiries, or to request an accessible format of this report.

You can also [subscribe](#) to receive information, email updates and notices of community engagement activities relating to the City's current MYAP.

For more information on the *Ontarians with Disabilities Act (ODA)* and AODA, contact:

Ministry for Seniors and Accessibility
777 Bay St., Suite 601A
Toronto, ON M7A 2J4

Telephone: 416-849-8276

Toll Free: 1-866-515-2025

TTY: 416-326-0148

TTY Toll Free: 1-800-268-7095

Fax: 416-325-9620

accessibility@ontario.ca

[Ministry for Seniors
and Accessibility webpage](#)







2024 Annual Accessibility Status Report Overview

Accessibility Advisory Committee
April 2024

C2

Communication

Accessibility Advisory

Committee – April 28, 2025

Item No. 1



Overview

- ▶ 2023-2027 Multi-Year Accessibility Plan (MYAP) was developed to remove barriers, enhance accessibility, and foster inclusion
- ▶ The 2024 Accessibility Status Report highlights major strides in implementing the MYAP
- ▶ The Accessibility Advisory Committee (AAC) has played a critical role
- ▶ The City continues to enhance accessibility across all AODA standards.
- ▶ The City remains at the forefront of accessibility innovation.



Accessibility Advisory Committee

- ▶ Provides essential guidance on policies affecting people with disabilities.
- ▶ Held five meetings in 2024 on key topics: traffic signals, waste management, and wayfinding.
- ▶ Launched Accessibility Champions Awards to promote accessibility efforts.



2024 Accessibility Committee Members with Mayor, Members of Council, current and former City staff.

Accessibility Advisory Committee

- ▶ Biennial awards recognizing leaders in accessibility.
- ▶ 2024 Recipients:
 - Student: Anthony D'Ambrosio
 - Individual: Deborah Helfand (DANI Café)
 - Small Business (For-Profit): Mobile Radiance Dental Hygiene
 - Small Business (Non-Profit): Sara Elizabeth
 - Medium Business: Kayla Children's Centre



2024 Accessibility Champion Award winners with 2024 Committee Members, Mayor, Members of Council, and current and former City staff.

General Accessibility Accomplishments

The City continues to foster relationships with disability communities and is recognized as a leader in inclusion and accessibility.

Policy Updates

- ▶ New/Updated Policies:
 - Accessibility Policy.
 - Accommodation Policy.
 - Updated Accessible Customer Service Policy.
- ▶ Staff Training: Online modules for accessibility and disability management.

Age-Friendly Community Action Plan

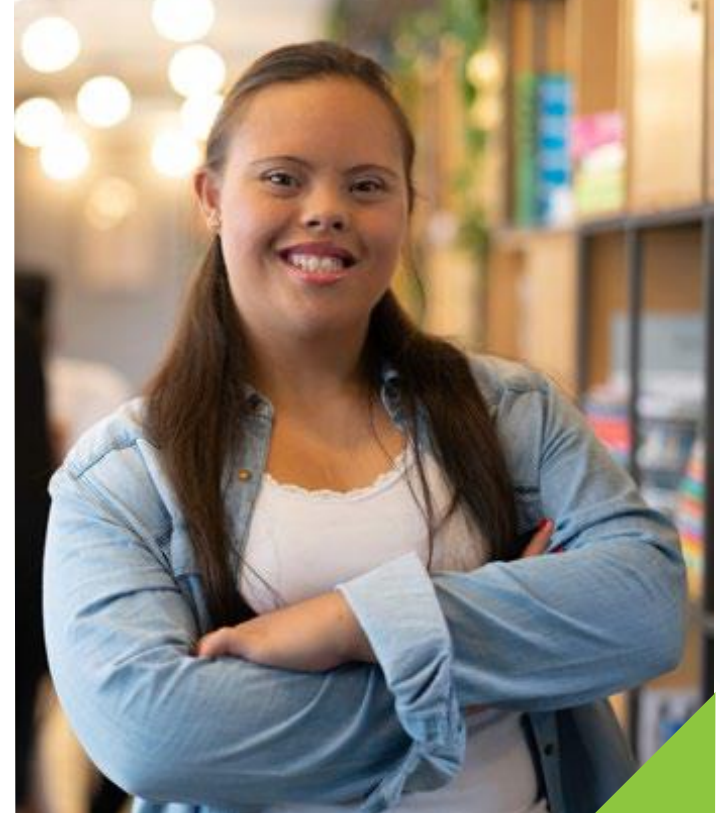
- ▶ Part of the WHO Global Network for Age-Friendly Communities.
- ▶ Received provincial funding for seniors' programs (e.g., first aid training, workshops).
- ▶ Integration of accessibility needs into urban planning.

Information & Communications

- ▶ Expanded staff training
 - Mandatory eLearning on accessible digital content
 - Training for web accessibility monitoring
- ▶ Contracted a vendor for comprehensive digital accessibility assessment for ongoing improvements.
- ▶ Recreation Services continues to improve accessibility through signage audits, web updates, and targeted marketing for inclusive programs.

Employment Accomplishments

- ▶ Inclusive hiring initiatives (e.g., School Crossing Guards program).
- ▶ Employment skill development program empowers youth with disabilities for recreation workforce readiness.
- ▶ Updated emergency evacuation plans for inclusive safety.



Young woman smiling and wearing a blue shirt.

Customer Service Highlights

- ▶ Inclusion program expansion:
 - 40% increase in services.
 - 10% rise in participant enrollment.
- ▶ Trained 664 Recreation staff and 123 volunteers in accessibility practices.
- ▶ Accessible community events (e.g., Winterfest, Ontario Culture Days) featured adaptive activities and inclusive performances.

Design of Public Spaces

- ▶ Building Accessibility Assessments (BAA) completed.
 - Assessment for 76 sites.
- ▶ Enhanced recreational and City facilities (e.g., accessible pools, ramps, ice sledges, e-vac chairs).
- ▶ Progress on VMC Signage and Wayfinding Master Plan.



Young male using an assistive swimming device in a swimming pool.

Looking Ahead

- ▶ 2025: Midpoint review of the 2023-2027 Multi-Year Accessibility Plan.
- ▶ Launch of Better Your Business: Tourism Diversity Program.
- ▶ Testing and feedback for GoodMaps indoor wayfinding app.
- ▶ Continued investment in accessible infrastructure, digital resources, and inclusive programming.



Someone using a braille keyboard.



Thank you!

Inclusion and Community Outreach Unit
City of Vaughan
2141 Major Mackenzie Dr.
Vaughan, ON L6A 1T1

vaughan.ca

C3

Communication

Accessibility Advisory

Committee – April 28, 2025

Item No. 3

Vaughan Inclusive Design Standards

Proposed Updates
April 2025

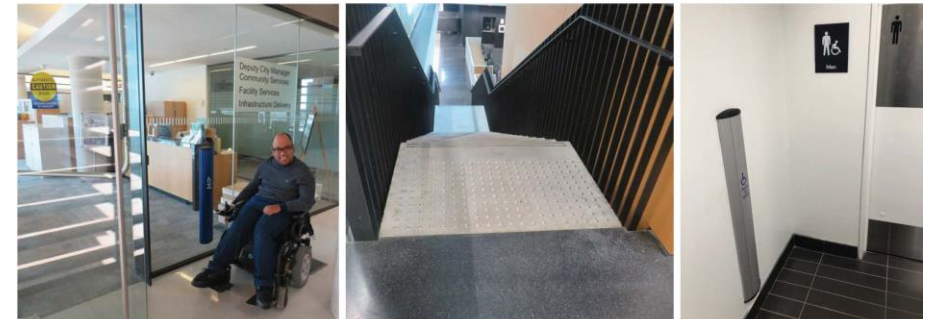
What is the Inclusive Design Standard?

First Edition, July 2020

- “IDS” Developed by the City of Vaughan in 2020
- Applies to All City-Owned or Leased Buildings, Infrastructure and Elements
- Applies to New Construction and Renovations to Existing Facilities



Inclusive Design Standards (IDS)



IDS Mandate

First Edition, July 2020

- Universal Design:

“design of products and environments to be usable by all people, to the greatest extent possible, without the need for adaptation or specialized design.”

- Diversity

Encourages the inclusion and integration of diverse communities

- Barrier Removal

Preventing and removing barriers that create separation and special treatment

- Provincial Directions

Accessibility Standards Developed under the Accessibility for Ontarians with Disabilities Act (AODA)

- Changing Demographics

- People with varying types of disabilities comprise a significant proportion of the population

Ontario Design of Public Spaces Standards Development Committee

2023 Initial
Recommendations Report

- 127 Recommendations fall into 4 Groups:

Group 1:	We Support the Recommendation Incorporate by Amending the Vaughan IDS
Group 2:	Already Included No Change to Vaughan IDS
Group 3:	Not Applicable No Change to Vaughan IDS
Group 4:	We do not Support the Recommendation No Change to Vaughan IDS

Definitions

Expand the List of Defined Terms

Align Definitions with Those of Other Standards

Add Definitions to 7.1 Glossary of Terms:

Addition	Lavatory	Recreational Trails
Alteration	Luminance	Redeveloped
Braille	Maintenance	Repair
Beach Access Route	Multi-Use Path	Rest Area
Cane Detectable	Multi-Use Trail	Shared Use Walkway
Change Bench	On-Street Parking	Sidewalk
Construct	Off Street Parking	Signage
Cross Slope	Passenger Pick-up Area	Sign Controlled
Crosswalk	Pedestrian Area	Intersection
Curb	Pedestrian Crossing	Slope
Exterior Path of Travel	Pedestrian Right-of-Way	Tactile Attention Indicator

Definitions Standards, Ranked in Order of Precedence:

CSA B651
AODA 80.1
Ontario Building Code
MTO Ontario Traffic Manual

Vaughan Zoning Bylaw 001-2021
California DSA
California Building Code

ADA 302.1

Site Plan Approval

Expand the Scope of
Accessibility Review at the
Site Plan Stage

Enlarge 3.7 Site Plan Accessibility Impacts Checklist:

- 2.1.1 Ground Surfaces
- 2.1.4 Gratings and Covers
- 2.5 Overhanging and Protruding Objects
- 2.6 Rest Areas
- 2.7 Tactile Walking Surface Indicators
- 2.8 Drinking Fountains
- 2.9 Public Telephones &c
- 2.10 Seating, Tables and Work Surfaces



Temporary Conditions

Expand the Scope of the IDS to Include Temporary Conditions

Add New IDS Section 6.22, "Temporary Conditions":

Application:

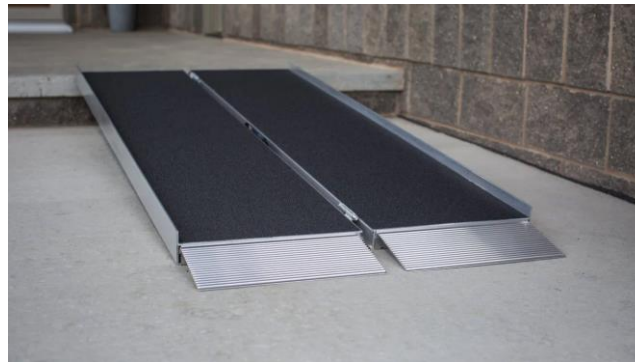
Applies to areas and building elements which are in the process of maintenance, renovation or alteration and to moveable elements which are not intended to be permanent.

Maintenance

Portable Ramps

Portable Toilets

Obstructions



Bilingual and Braille Signage

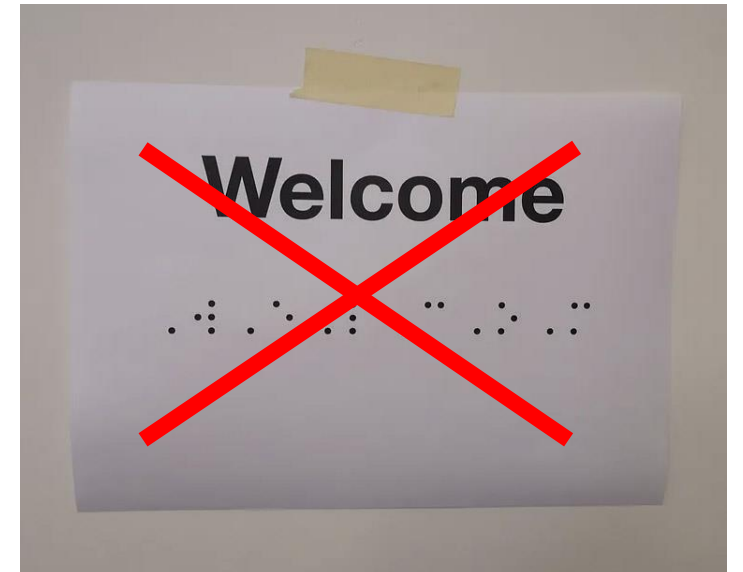
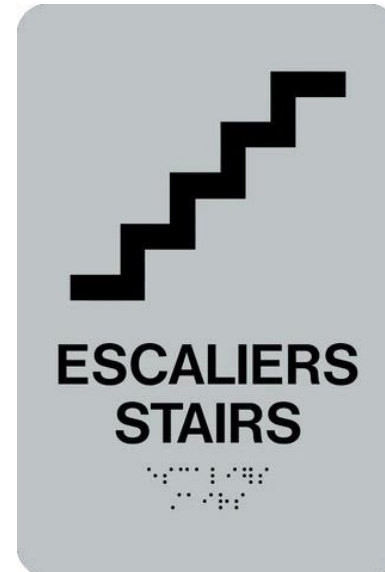
Add Requirements for French and Braille Signage to the IDS

Modify IDS 5.8 to Require Bilingual Visual and Braille Signage

Where text is present, include bilingual text in English and French;

Where English braille is provided, provide French braille as well;

Require standardized braille: Unified English Braille (UEB) and Code Braille Français Uniformisé (CBFU)



Dog Off-Leash Areas

Expand the Scope of the IDS
to Include Dog Off-Leash
Areas

Add New IDS Section 6.21, “Dog Off-Leash Areas”:

Path of travel

Level area

Waste receptacles

Signage

Firm and stable surface

Entrance gate

Rest area with seating



Animal Relief Areas

Expand the Scope of the IDS to Include Toileting Facilities for Service Animals

Add New IDS Section 2.11, Service Animal Relief Areas:

Indoors or outdoors in public buildings that are 5 storeys or larger than 14,000 m².

Path of travel

Gate

Fencing

Signage

Texture

Contrast

Lighting

Handwashing

Drainage

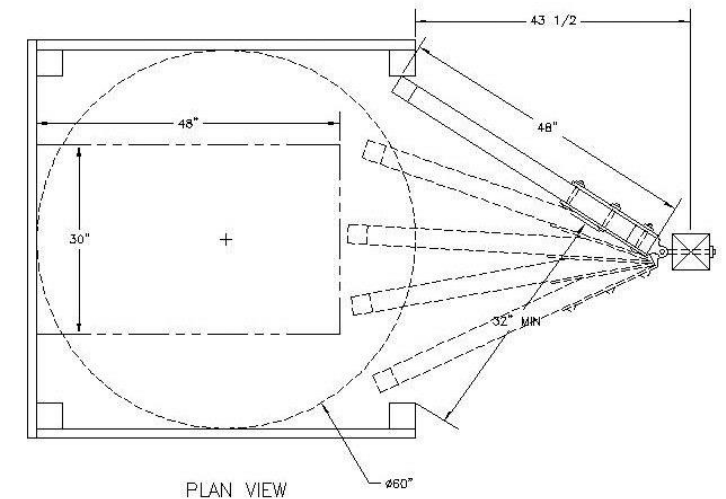
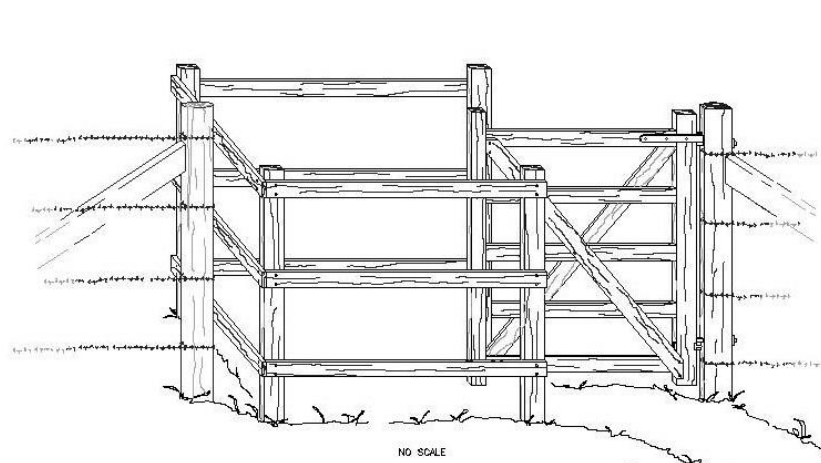
Waste Receptacle



Exterior Doors

Modify the IDS to Cover Exterior
Doors and Gates

Move the IDS Section on Doors from the Section on Interiors to the Section
on Interior and Exterior Elements



Connections

Specify that an Accessible Route Shall Connect all Accessible Areas

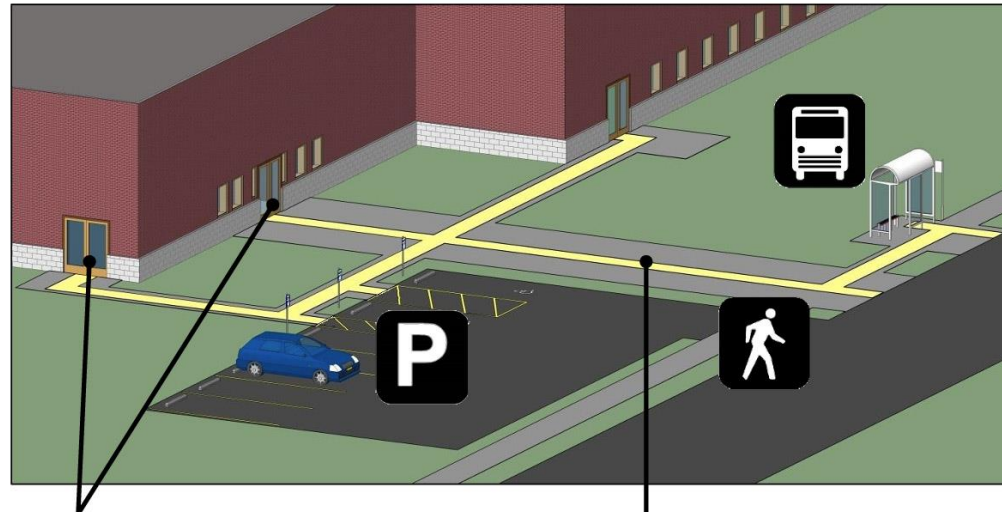
Modify IDS Section 3.3 (Exterior) and 4.3 (Interior):

3.3 Exterior Paths of Travel:

"Exterior paths of travel complying with this section shall connect the main building entrance to all accessible areas and amenities on site and to a pedestrian walk within the public way."

4.3 Interior Accessible Routes

"Interior accessible routes complying with this section shall connect building entrances to all accessible areas within a building."



An accessible route must connect site arrival points to each accessible entrance they serve.

Accessible routes must coincide with, or be in the same vicinity as, general circulation paths (§206.3).



Eating Areas

All Public Use Eating Areas Shall Be Accessible

Modify IDS Section 6.4.4 Cafeteria and Dining Facilities

All tables

All table benches

Variety of tables and seating

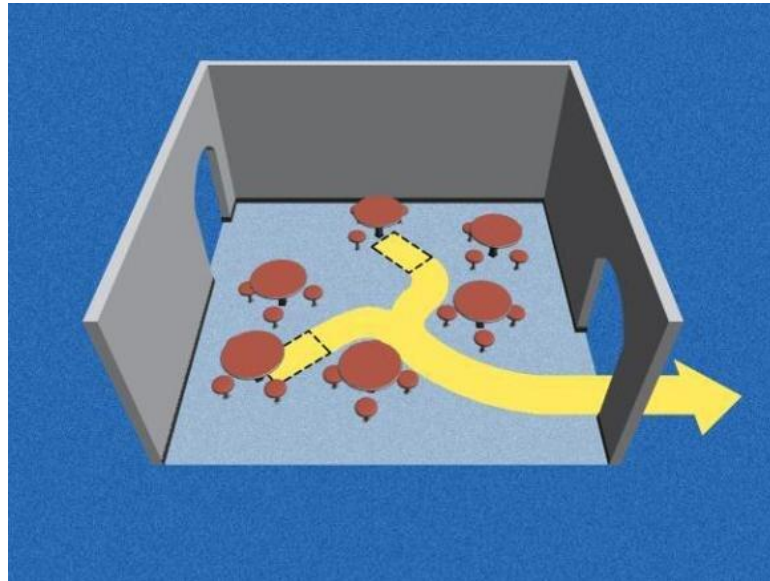
Clear space

Level, firm and stable Floor or Ground

Signage

Monitoring

Waste Receptacles



Ramp Slope

Reduce the Maximum Slope and Length of Ramps.



Recommendation 8: The Maximum Slope of Ramps should be 1:20
If implemented, there would be no benefit to ever providing a ramp

Maximum Slope of Walking Surface Which is Not a Ramp (1:20)

Maximum Slope of Ramp Under the Current IDS (1:15)

Maximum Slope of Ramp in North American Building Codes

Power Door Operators

Provide at All Doors on a
Barrier Free Path of Travel.

If Implemented, all Doors Would Have to Have power door openers

Currently, power door operators must be provided at:

Accessible washrooms

Some assembly occupancies

Public building entrances

Doors without adequate clear space

We do not support this recommendation because it could impede egress

- Hard to operate manually (15 – 30 Pounds)
- Slow to open and close in an emergency;
- Vulnerable to power failures.
- Vulnerable to deferred maintenance



Larger Parking Stalls

For all Accessible spaces

All Accessible Spaces to have 3000mm overhead

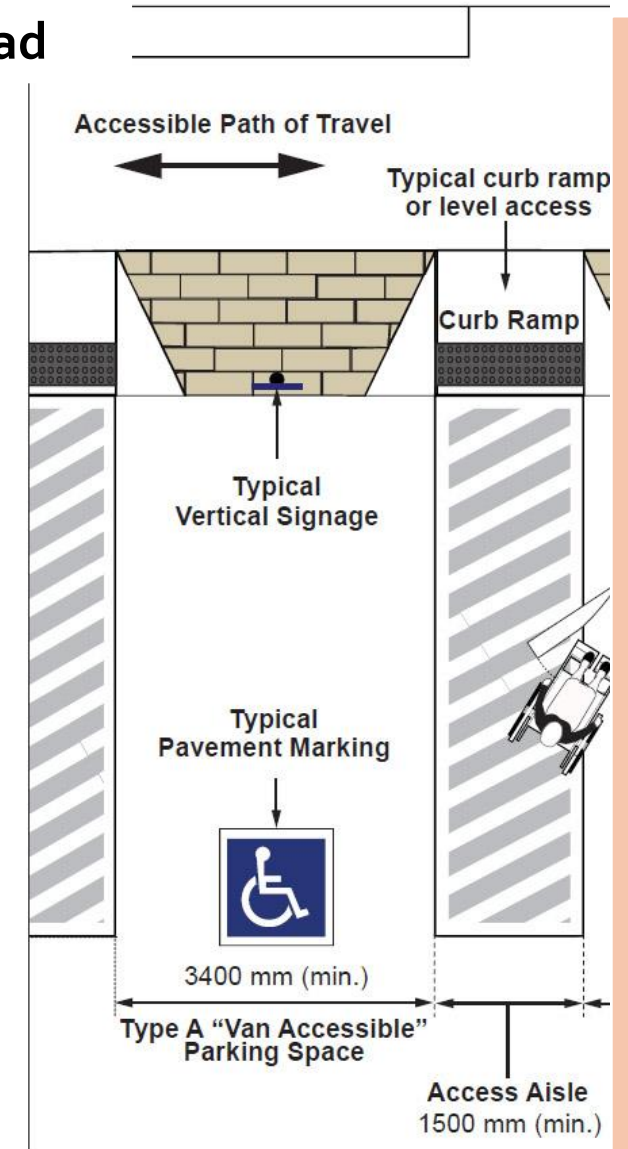
We do not support this recommendation because it doesn't improve accessibility

- The U.S. requires 2500 mm (Vans are not larger in Canada).
- Vaughan IDS already requires 2750mm.
- Most indoor parking floors could not comply

All Accessible spaces to be Van Accessible

We do not support this recommendation because the need is not demonstrable

- Adds 1m width - reduces total parking count
- Need not supported by available data



Larger Parking Stalls

For all Electric Vehicle parking spaces

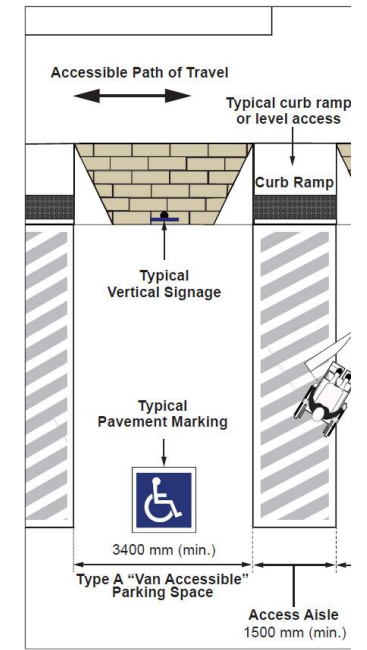
All Electric Vehicle spaces to be Van Accessible

We do not support this recommendation because:

- It would add 2.9m to the width of EV spaces;
- The vast majority of EV users would not benefit from additional width;
- Becomes increasingly infeasible as the demand for EV charging spaces grows;
- It would punish developers for providing EV spaces.

A Better Solution:

Require EV Charging at Van Accessible spaces in parking facilities which have EV spaces.



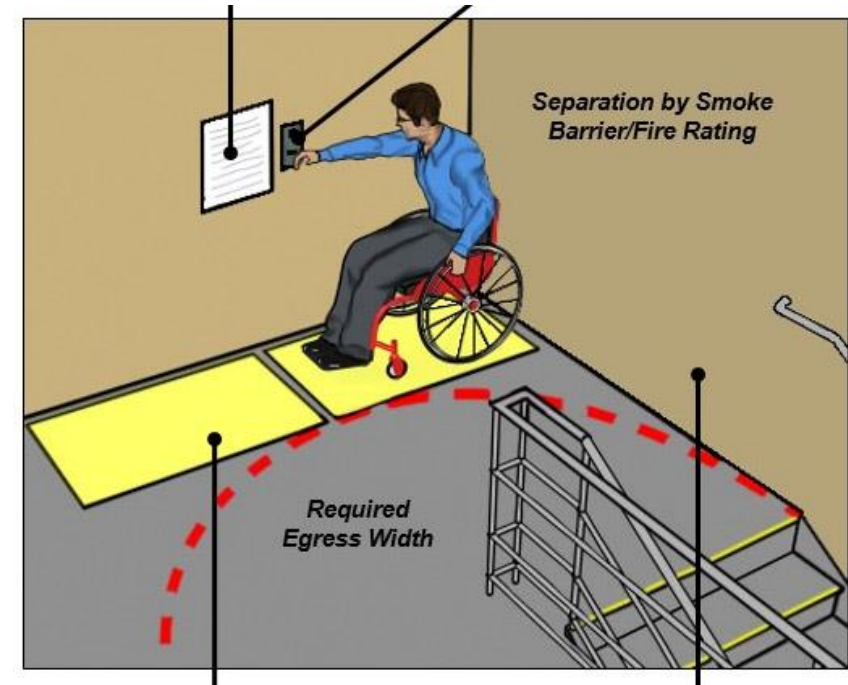
Egressability

Equal Level of Life Safety for Everyone

Make all Ground Floor Exits Accessible, etc.

We do not support these recommendations because it concerns life safety.

Life Safety should be handled by the Building Code



Questions?

Proposed Updates, April 2025



Bob Abrahams
Architect

C4

Communication

Accessibility Advisory

Committee – April 28, 2025

Item No. 2

Shared Micromobility Pilot


Accessibility Advisory Committee

April 28, 2025

7:00 p.m.



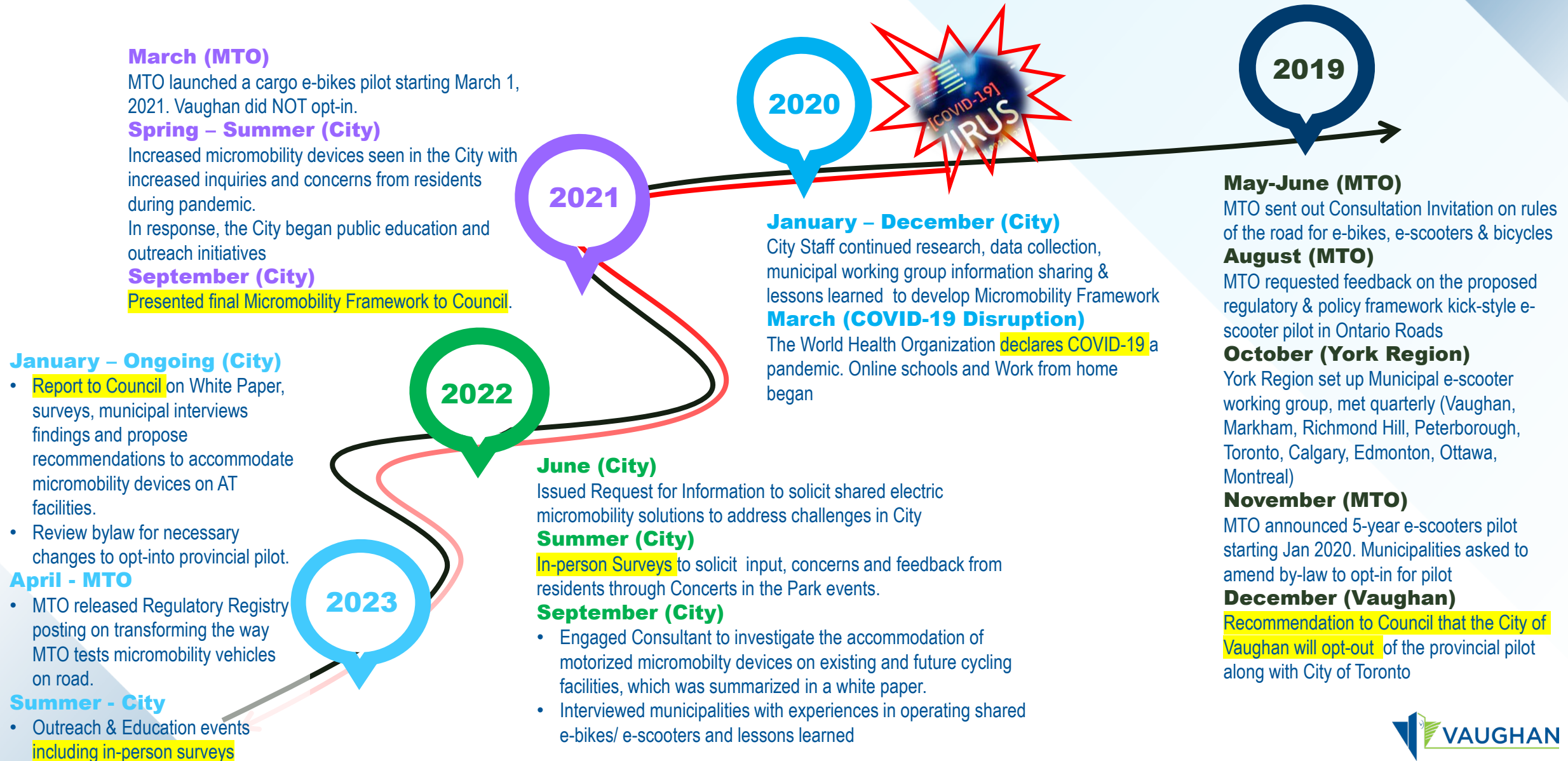
Agenda

- 
1. Background
 - History
 - Council Approval
 - By-law Amendments
 2. Pilot Program
 3. Education & Outreach
 4. Next Steps

History

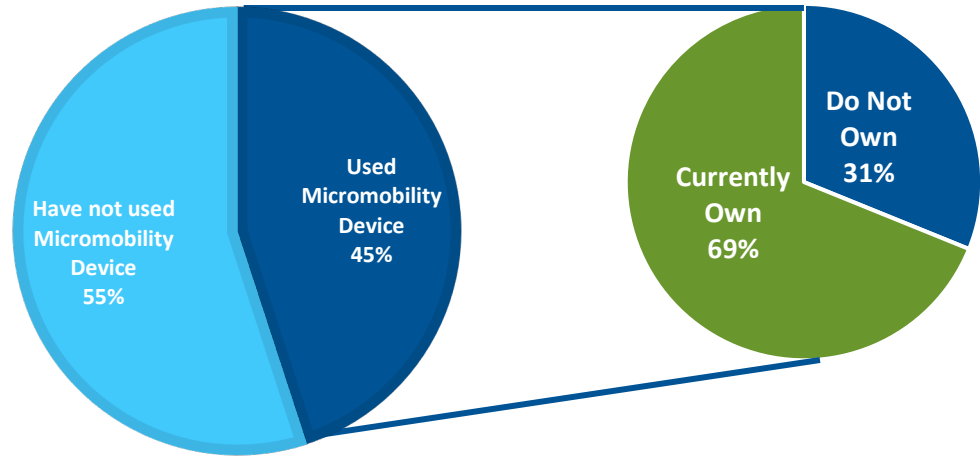
2019 - 2023

The Micromobility Journey



What we heard from our residents 2021-2023

% PEOPLE USED MICROMOBILITY DEVICES

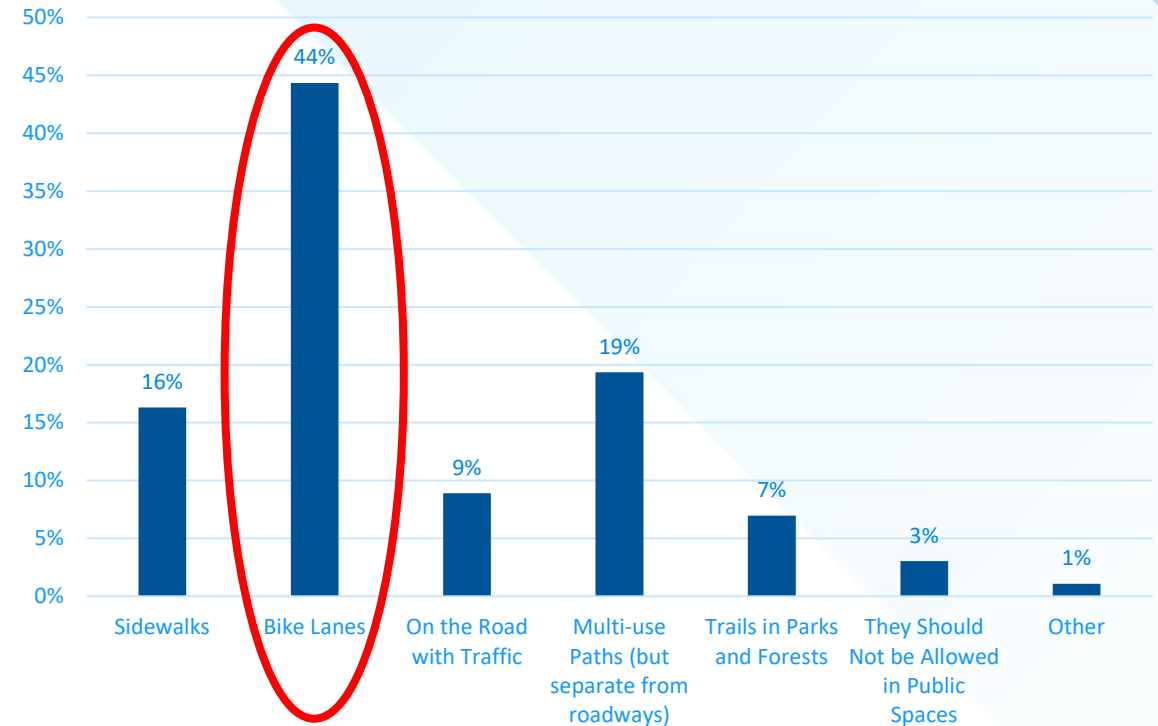


Of those who used a micromobility device, **34%** used e-bikes and **37%** used e-scooters

82% surveyed participants would like to try/continue riding micromobility device in the future

53% of all respondents strongly or somewhat agree that power-assisted micromobility devices are safe to use in the city

Where Micromobility Devices be used?



The top three (3) reasons for respondents to feel unsafe using these devices in the city are:

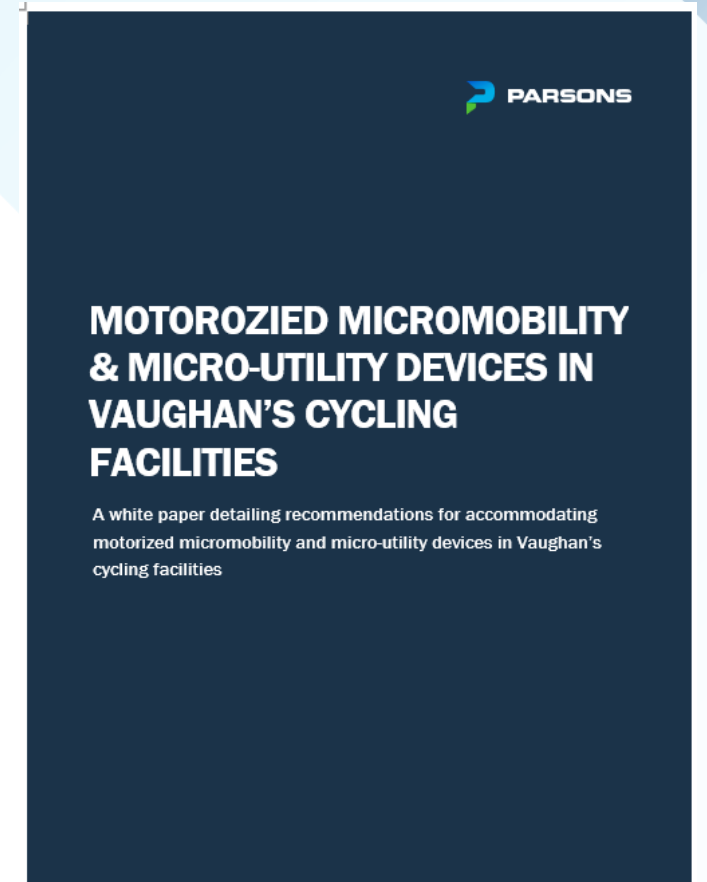
- Operating in mixed traffic on the road
- The speed of the power-assisted micromobility devices
- **Lack of clarity on where to ride the devices**

Addressing what we heard: Best Practices Research

Engaged consultant to complete research paper:

- Jurisdictional scan of best practices in North America
- Appropriate design of cycling facilities for micromobility devices
- Other recommendations to enhance safety for all users

Determined that designated cycling facilities in Vaughan can accommodate micromobility devices



Recommendations:

Where micromobility should be permitted

- Permit on designated cycling facilities (cycle tracks, bicycle lanes and in-boulevard multi-use paths)
- Permit on roads with speed limits ≤ 50 km/hour if designated cycling facilities are not provided
- Design all future designated cycling facilities to accommodate micromobility devices (cycle tracks / bicycle lanes of 2.0m; in-boulevard multi-use paths of 4.0m)
- Prohibit on sidewalks or on any roadway that prohibits pedestrians and/or bicycles (e.g. controlled-access highways)
- Prohibit on recreational multi-use trails and in parks and playgrounds








Cycle tracks under construction along Clark Avenue (2020)



In-boulevard cycle tracks along Millway Avenue within the Vaughan Metropolitan Centre

Recommendations:

Where micromobility should be permitted

	  E-bikes E-scooter		Other Power-Assisted Micromobility Vehicles    Segway E-hoverboard E-unicycle	
Roadway	Yes ✓	Yes ✓ ≤ 50km/hour	No ✗	✗
Bike Lane	Yes ✓	Yes ✓	No ✗	✗
Cycle Track	Yes ✓	Yes ✓	No ✗	✗
In-boulevard Multi-use Path	Yes ✓	Yes ✓	No ✗	✗
Sidewalk	No ✗	No ✗	No ✗	✗
Recreational Multi-use Trail	No ✗	No ✗	No ✗	✗
Parks and Playgrounds	No ✗	No ✗	No ✗	✗
Private Property	Yes ✓	Yes ✓	Yes ✓	✓

Recommendations:

Initiate Shared E-bike / E-scooter Pilot Project

A shared e-bike and/or e-scooter service allows users to rent these devices for limited time use.

The benefits of this pilot project may include:

- Enabling a new form of convenient transportation to access major destinations and transit
- Showcasing safe and responsible use of micromobility devices through device programming rather than enforcement
- Providing information on how best to leverage these devices in the transportation system
- Understanding the potential environmental, economic and financial impacts of e-bikes and e-scooters



Recommendations: Raise Public Awareness



The key to ensuring safety for all road users is to raise public awareness through education and outreach. This allows the city to communicate with the public and provide information on:

- What power-assisted micromobility devices are
- Where they are permitted to be used
- How to use them responsibly and safely
- How to provide feedback and get more information
- What penalties could be incurred if used improperly

Council Approval

September 23, 2023 Working Session

Council Approval



Committee of the Whole (Working Session) Report

DATE: Wednesday, September 13, 2023

WARD(S): ALL

TITLE: ACCOMMODATING MICROMOBILITY (E-BIKES AND E-SCOOTERS) AND INITIATE A SHARED PILOT

FROM:

Vince Musacchio, Deputy City Manager, Infrastructure Development

ACTION: DECISION

Purpose

To seek Council approval to enact the necessary by-laws to permit and regulate the use of e-bikes and e-scooters on designated cycling facilities and on certain roads where designated cycling facilities currently do not exist. Should Council approve the use of power-assisted micromobility devices as proposed, staff are also seeking approval to initiate a pilot project which would encourage private entities to offer shared micromobility services in Vaughan.

Report Highlights

- Through surveys, residents have expressed a desire to see certain micromobility devices, namely, e-scooters and e-bikes, used in designated cycling facilities.
- Background research conducted by staff indicate that designated cycling facilities with appropriate widths can accommodate e-bikes and e-scooters.
- Designated cycling facilities such as cycle tracks, bicycle lanes and multi-use paths be defined in the City's traffic by-law as the lanes on highways or portions of highways designated as such where official signs to that effect are erected and on display.
- The enactment of by-laws will establish the appropriate parameters and regulations for the use of e-bikes and e-scooters and is also necessary for the City to participate in Provincial pilot projects for e-scooters.
- All other forms of micromobility, including mopeds, segways, electric skateboards, and electric unicycles would continue to be prohibited on public right of way in the City.

Recommendations

1. That the proposed amendments contained in **Attachment 4** to this report be approved.
2. That a By-law be enacted giving effect to those recommendations, in a form satisfactory to the Legal Services.
3. That Council direct staff to consider accommodation of power-assisted micromobility devices in all planning, design and construction projects.
4. That Council reaffirm its support of separate cycling and pedestrian facilities to minimize conflicts.
5. That micromobility safety be incorporated into the MoveSmart Strategy.
6. That Council endorse the initiation of a Shared Micromobility Pilot Program (either through a procurement process or a permitting process) for a period ending on the earlier of 2 years from the date on which the by-law amendments referred to in recommendation one are enacted, or the day on which the Province revokes permission to use e-scooters.

By-law Amendments

As a result, the following by-law amendments were enacted on October 17, 2023:

1. Parking By-law 064-2019, as amended by By-law 158-2023, (the “Parking By-law”) to add the definition of power-assisted bicycles known as “e-bikes” and electric kick-scooters known as “e-scooters” or “electric kick-style scooters”, and to prohibit these vehicles from parking or stopping on sidewalks.
2. Parks By-law 134-95, as amended by By-law 159-2023, (the “Parks By-law”) to add the definitions of power-assisted bicycles, also known as "e-bikes" and electric kick-scooters, also known as "e-scooters" or “electric kick-style scooters”, and to prohibit these vehicles from **parking, driving or riding within parks**.
3. Traffic By-law 284-94, as amended by By-law 160-2023, to permit the use of electric kick-scooters also known as "e-scooters", and to regulate the use of electric kick-scooters and power-assisted bicycles (also known as "e-bikes") in the City, and to make other changes regarding the use of bicycle lanes, cycle tracks, and multi-use pathways.

Pilot Program

March – May 2025 Soft Launch

After May Long weekend - Full Launch

Preparation

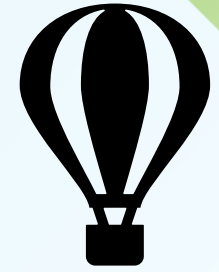
- ▶ Interviewed municipalities across Canada who has run successful e-scooter/ e-bike pilot programs (Alberta, Kelowna, Coquitlam, Windsor, Toronto)
- ▶ Interviewed through consultant Mississauga and Brampton
- ▶ Best Practice review across North America

Decision to go through Procurement Process to solicit up to maximum of 3 operators in the City for two years and optional one year extension

Project Timelines

- ▶ Soft launch –March to May 2025
 - Each operator to attend at least 2 pop-up events, optionally up to 5 pop-up events for which the date, time, and location will be provided by the City.
- ▶ Full launch – Starting May 2025

Soft Launch



Purpose

- ▶ Educate: Inform the public about the pilot project (covering all wards)
- ▶ Engage: Gather feedback and insights
- ▶ Promote: Build awareness and interest, user sign-up, connect with local businesses
- ▶ Prepare: for Full Launch, connect with community centers, York Regional Police, By-law, and Service Vaughan

Audience

- ▶ Mayor and Members of Council, agencies (York Region Transit, TTC, Metrolinx), enforcement officers (by-law, York Regional Police)
- ▶ The Public: both users and non-users

Soft Launch



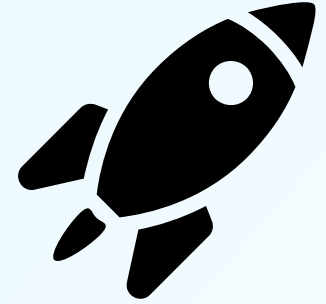
Education & Outreach

- ▶ Pop-ups – existing scheduled events (Engineering Week, Earth Hour)
- ▶ Aim to go to Community Centers in each Ward and key destinations such as transit stations/ bus terminal.

Groundwork preparation

- ▶ Eliminate gaps with temporary cycling facilities or shared facilities
- ▶ Looking to solicit innovation to help with parking infrastructure and challenges through OVIN DZ

Full Launch



Objectives

- ▶ On the ground Shared Micromobility services across Vaughan
- ▶ Ensure smooth operations, compliance, and public safety
- ▶ Necessary tweaks reflecting feedback from soft launch

Key Dates

- ▶ May 2025 – after long weekend

Phasing of Service

- ▶ Start with more urbanized areas to the outer rural areas
- ▶ Fleet size of max. 200 devices (25% must be e-bikes) per operator

FAQ

Parking

- ▶ “LOCK TO” requirement in agreement – requires all operators to have devices lock to a pole/ bike rack/ in a parking corral area with the ability to enforce by “end the trip” feature for enforcement
- ▶ Hybrid of free floating parking in non-dense areas and designated parking corrals/ lock-to system in urban areas



Frequently Asked Questions

No Riding Zone

- ▶ Cannot ride on sidewalks – will slow to walking speed on sidewalks using Geofence technology
- ▶ Allow on bike lane, cycle tracks, in-boulevard MUPs and local roads with posted speed at 50km/hr or less

Next Steps

Council Package

Official Launch Event after May Long weekend

Council Package

Communication Memo to Mayor and Members of Council

- ▶ Sent March 12, 2025
- ▶ Admitted operators
- ▶ Start of soft launch and anticipated full launch date
- ▶ Education and Outreach events

Council Package in progress

- ▶ Full launch phasing map
- ▶ FAQ
- ▶ Invitation to official launch event



Website Update

- ▶ Updated FAQ
- ▶ Announcement Pilot launch date
- ▶ Links to Operators' sites



le tracks and in-boulevard

Contact

Infrastructure Planning and
Corporate Asset Management

- ▶ Work with Service Vaughan to respond and log inquiries and complaints
- ▶ Dashboard tracking of level of service & compliance
- ▶ Surveys to collect user experience and address concerns



Pop-ups

- ▶ April – May: Community Centers pop-ups
 - Educate and raise awareness
- ▶ June-August: Concert in the Parks
 - Collect feedback on how the pilot is working/ not working
- ▶ Continue education pop-ups offered by operators
 - Continuous training for first time riders



Signs & Wayfinding

- Use bike standards and add micromobility
- Put up more signage for clarity and wayfinding

SHARED PATHWAY SIGN (Rb-71)



Rb-71
Font
Colour

300 mm x 450 mm
FHWA Series C
Permissive Symbol – Green
Reflective
Legend & Border – Black
Background – White Reflective

Minimum
Sheeting

Type III or Type IV

Purpose and Background

The purpose of the SHARED PATHWAY sign is to indicate that both cyclists and pedestrians are expected to share the space on the path.

Sign Types

There is one type of SHARED PATHWAY sign (Rb-71).

Guidelines for Use

The SHARED PATHWAY sign should be installed along in-boulevard shared-used active transportation facilities to indicate that users are expected to share the space on the path. For further information, refer to OTM Book 18 (Cycling Facilities).

Location Criteria

The sign should be installed at key entry and exit points and must be placed so that it is visible to both cyclists and pedestrians. The sign should be kept clear of the path of cyclists and pedestrians. The sign should be ground-mounted, with horizontal offset of 300 mm to 2 m from the edge of the facility. The vertical mounting height should be 2 m to 3 m from ground elevation at the base of the sign post to the bottom of the sign.

Legal Status

No HTA reference.

Special Considerations

N/A

Guidelines for Use

The BICYCLES YIELD TO VEHICLES sign may be used where there is an uncontrolled crossing of a roadway from a designated bicycle facility and significant conflicts have been identified or are anticipated due to high volumes of cyclists, high volumes of vehicles, high speeds and/or high levels of driver workload.

Location Criteria

The BICYCLES YIELD TO VEHICLES Sign should be ground-mounted on the right side of the cycling facility in advance of the location where there is a potential of conflicts between entering bicycles and vehicles. The sign should be placed within 5 m of the conflict point and should be continuously visible to cyclists for 35 m.

Legal Status

No HTA reference.

Bicycle lanes or facilities must be supported by municipal by-law to be enforceable in municipalities.

Special Considerations

N/A

BICYCLES PERMITTED Sign (Rb-69)



Rb-69
Font
Colour

600 mm x 600 mm
N/A
Permissive Symbol – Green
Reflective
Legend & Border – Black
Background – White
Reflective

Minimum
Sheeting

Type III or IV

Purpose and Background

The purpose of the BICYCLES PERMITTED sign is to provide direction to cyclists indicating where bikes are permitted in areas where they would be otherwise prohibited.

Sign Types

There is one type of BICYCLES PERMITTED sign (Rb-69).

Guidelines for Use

The BICYCLES PERMITTED sign may be used to advise cyclists that bicycles are permitted to use the facility. The use of BICYCLES PERMITTED sign is specific to locations where there is no designated bicycle route.

The BICYCLES PERMITTED sign may be





Thank you!

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