

# 2025 Accessibility Status Report



Region of Waterloo

## Table of Contents

Accessibility at the Region of Waterloo .....	3
Accessibility for Ontarians with Disabilities Act (AODA).....	3
Legislated Requirements.....	3
The Five Integrated Accessibility Standards Regulations in the AODA .....	3
Accessibility Advisory Committees .....	4
Multi-year Accessibility Plans (MYAP).....	4
Annual Accessibility Status Reports .....	5
Region of Waterloo Accessibility Status Report.....	6
Integrated Standards.....	6
The Grand River Accessibility Advisory Committee .....	6
2023-2027 Multi-Year Accessibility Plan (MYAP) .....	7
Overview of Accessibility Actions in 2025 .....	8
Standard 1: Design of Public Spaces .....	8
Standard 2: Customer Service.....	10
Standard 3: Information and Communications.....	12
Standard 4: Employment .....	13
Standard 5: Transportation .....	16
Reviewing and Monitoring the MYAP .....	18
Feedback .....	18

## Accessibility at the Region of Waterloo

The Region of Waterloo is committed to making our services, programs, workplace and public spaces more accessible so we can better meet the needs of people with disabilities in our community. This aligns with the Region's Growing with Care Strategic Plan. The Region's commitment to accessibility supports the following pillars of Growing with Care:

- Equitable Services and Opportunities
- Resilient and Future Ready Organization

One of the ways we are accountable to our commitment to accessibility is through our legislated responsibilities under the Accessibility for Ontarians with Disabilities Act (AODA). These requirements are outlined below. This status report details the progress we have made towards fulfilling the below legislated requirements, including our 2023-2027 Multi-Year Accessibility Plan (MYAP).

## Accessibility for Ontarians with Disabilities Act (AODA)

The *Accessibility for Ontarians with Disabilities Act (AODA), 2005*, is a law that sets out a process for developing and enforcing accessibility standards. It applies to every person or organization in the public and private sectors in the Province of Ontario, including the Region of Waterloo.

### Legislated Requirements

The following details the legislated requirements of the AODA that apply to the Region.

#### The Five Integrated Accessibility Standards Regulations in the AODA

There are five Integrated Accessibility Standards Regulations (Standards) of the AODA. The Standards are laws that government, businesses, non-profits and public sector organizations must follow to become more accessible. Accessibility is an ongoing and evolving process that goes beyond legislation. The Standards establish a minimum benchmark for accessibility that helps guide the process. The Standards help organizations identify and remove barriers to improve accessibility for people with disabilities in five areas of daily life. The Standards apply to:

- Design of Public Spaces
- Customer Service
- Information and Communications
- Employment
- Transportation

The Region will continue upholding and going beyond these standards as it works towards greater accessibility.

### Accessibility Advisory Committees

All municipalities that have a population of 10,000 or more residents must have an accessibility advisory committee (AAC), where the majority of committee members must be persons with disabilities. Two or more municipalities may establish a joint committee instead of having separate committees. AACs provide advice on how to implement the five Standards of the AODA to improve accessibility. The AODA legislation has a list of requirements that AACs must be consulted on to improve the accessibility of services and public spaces. For the purposes of this report and what is under the municipal responsibilities of the Region of Waterloo, examples of where AACs must be consulted are as follows (this list is not exhaustive):

- Developing, reviewing and updating multi-year accessibility plans.
- Developing accessible design criteria in construction, renovation or placement of bus stops and shelters.
- Determining the proportion of on-demand accessible taxis needed in our community.
- The need, location and design of accessible on-street parking spaces when building new or making major changes to existing on-street parking spaces.
- Building new or making major changes to existing recreational trails to help determine particular trail features.
- The design and placement of rest areas along exterior paths of travel when building new or making major changes to existing exterior paths of travel.
- Advice on accessibility for people with disabilities on buildings that Council constructs, purchases, significantly renovates or leases or declares a municipal capital facility.
- Advice on site plans for municipal offices and on elements of a site plan that impact accessibility such as buildings, driveways, entrance curbs or ramping, parking areas, sidewalks, landscaping, fences, exterior lighting and municipal services.
- Other areas and initiatives where appropriate to seek advice on how to remove barriers for people with disabilities.

### Multi-year Accessibility Plans (MYAP)

Designated public sector organizations, which includes municipalities and public transportation organizations, must develop a written MYAP that is updated at least once every five years and is posted on the organization's website. The accessibility plan outlines what steps the organization will take to prevent and remove barriers to accessibility, how it will meet AODA requirements and when the steps will be taken. Municipalities can consult with people with disabilities in their community and must consult with their established AAC, as described in the previous section, in the

development of their accessibility plans. The Region organizes its MYAP goals around the five Standards of the AODA and describes what we will do to meet or exceed those Standards and how we will remove barriers for people with disabilities in our community.

### Annual Accessibility Status Reports

Designated public sector organizations, such as municipalities and public transportation organizations, must prepare an annual status report on the progress of the measures taken to implement what is described in their MYAP. This document represents and satisfies our requirement for our annual status report. Accessibility status reports are reviewed by a municipality's established AAC. The report must be posted on the organization's website and made publicly available. The Region organizes its annual accessibility status reports around its legislated requirements, and describes the actions we have taken to achieve the goals of our MYAP.

# Region of Waterloo Accessibility Status Report

This Accessibility Status Report describes what the Region did in 2025 to meet its obligations under the AODA, including what we did to meet or exceed the five Standards, and what we did to achieve the goals of our MYAP.

## Integrated Standards

In December 2025 the Region completed and filed its biannual Accessibility Compliance Report with the Ministry of Seniors and Accessibility. The compliance reporting process requires the Region to review its obligations under the five Standards, and to ensure it is compliant with those Standards. The Region is currently compliant with all obligations outlined under the Standards and has reported compliance.

## The Grand River Accessibility Advisory Committee

Public engagement and consultation are important features of the work we do at the Region of Waterloo. Regional staff rely on feedback and input from the Grand River Accessibility Advisory Committee (GRAAC) to ensure we are working towards our vision of providing inclusive services. GRAAC is the Region's accessibility advisory committee (AAC) that we are required to have as per the AODA legislation, and it is a shared, Committee of Council with the Cities of Kitchener and Waterloo, and the Townships of North Dumfries, Wellesley, Wilmot and Woolwich. The City of Cambridge manages its own advisory committee.

A key role of GRAAC is to advise Council and staff members on how to meet the five Standards of the AODA and on the accessibility of Regional services, programs, and public spaces. Members of GRAAC are appointed by Regional Council and by the Councils for the Cities of Kitchener and Waterloo, and the area townships, all of whom seek the advice of GRAAC in matters of accessibility. GRAAC consists of 15 community members who have disabilities or are part of the disability community, Regional and area municipality staff, and Councillors.

The Region has previously consulted with GRAAC on many services and initiatives that are required under the AODA legislation. In 2025, the Region consulted with GRAAC on the following:

- GRT Community and Partner Engagement
- GRAAC Terms of Reference
- Waste Management Services
- Taxi Bylaws
- Regular GRT Updates and General Information
- Website Refresh
- GRT Conestoga Mall Bus Terminal Improvements
- Updates on Rapid Transit Expansion

- MobilityPlus Day
- Conestoga College Bus Station
- Affordable/Accessible Housing Updates
- Multi-Use Trail Development
- Plan and Budget
- Multi-Year Accessibility Plan Status Updates
- TTY Usage at the Region

In 2025, the Region consulted with the Cambridge Accessibility Advisory Committee (CAAC) on the following:

- 2024 Accessibility Status Report
- Website revitalization
- Waste carts
- Taxi By-Law

## 2023-2027 Multi-Year Accessibility Plan (MYAP)

The Region's 2023-2027 Multi-Year Accessibility Plan (MYAP) identifies and describes how we will remove barriers to and improve the accessibility of our services, programs and public spaces for people with disabilities in our community. The MYAP was approved by Regional Council in May 2023. The Region's MYAP outlines the goals we have set for the organization to meet or exceed the five Standards of the AODA and what we will do to improve the accessibility of our services, programs and public spaces for people with disabilities. The MYAP was created in consultation with Regional staff and the Grand River Accessibility Advisory Committee (GRAAC).

In the AODA legislation, there are additional reporting requirements under the Transportation Standard and Design of Public Spaces Standard. The Transportation Standard requires transit organizations, Grand River Transit (GRT), to annually report on actions that were taken to meet requirements and what was done to improve the accessibility of services as it relates to the MYAP.

Under the Design of Public Spaces Standard, organizations are required to have procedures for preventative and emergency maintenance on accessible elements in public spaces and procedures for dealing with temporary disruptions when the accessible elements are not in working order. The updates and information for both requirements are in the [Overview of Accessibility Actions 2025](#) section of this report.

# Overview of Accessibility Actions in 2025

This section details the actions the Region took in 2025 to achieve the goals in the 2023-2027 Multi-Year Accessibility Plan (MYAP) and what we did to improve the accessibility of our services, programs and public spaces to meet the needs of people with disabilities in our community.

## Standard 1: Design of Public Spaces

The Region strives to remove barriers to accessing our public spaces to ensure that residents and staff feel welcome and safe in Regional facilities. When we improve the accessibility of our spaces, it allows people with disabilities to be able to attend and move about freely without the need for additional planning. In this section, we identify what we did this year to achieve the goals we set for the organization under the Design of Public Spaces Standard in our 2023-2027 MYAP.

**Goal 1A:** Continue auditing Regional facilities for accessibility, prioritizing facilities with the highest occupancy and public visitors.

### Actions 1A:

- As a result of recent accessibility audits, Provincial and Federal grant applications were submitted in 2024 to assist with funding accessibility improvements at two Waterloo Region Housing locations in Cambridge and one location in Waterloo. As a result of these grant applications, in 2025 grants were awarded to the Region through the Enabling Accessibility Fund to support accessibility improvements to the Waterloo Region Housing Sunnydale Community Centre.

**Goal 1B:** Update the Region of Waterloo Accessible Design Standards and inform applicable program areas of changes made to the design standards.

The Region of Waterloo Accessible Design Standards is a document that describes best practices and features to incorporate in physical spaces to ensure spaces are accessible for people with disabilities. This document was developed in collaboration with GRAAC. This document is updated and refined as needs are identified and best practices are determined.

### Actions 1B:

- The Provincial Design of Public Spaces Standards Development Committee has completed a review of the accessible built environment standards in the Accessibility for Ontarians with Disabilities Act (AODA), and the barrier-free accessibility requirements under the Ontario Building Code (OBC). Recommendations have been submitted to the Minister for Seniors and Accessibility. Regional staff continue to await any potential regulatory changes.

Regional staff continue to consult GRAAC on the design of public spaces, including new build projects and improvements to existing infrastructure. Where feasible, the Region implements features that exceed design standards and aims for best practices according to the user experiences of people with disabilities. For example, the Region consulted with and incorporated feedback from GRAAC on two separate bus terminal projects and were able to incorporate some of GRAAC's feedback into design and plans that exceed the current standards, as defined by the Province and as upheld by the Region.

**Goal 1C:** Incorporate accessibility practices and principles into the optimization and redesign of our Regional buildings for office and public spaces.

**Actions 1C:**

- Accessibility design standards continue to be incorporated into Regional renovations and new construction projects. Accessibility improvements are implemented within existing spaces based on previous accessibility audit findings, in consultations with people with disabilities, and when needs are identified by staff with disabilities when working in and navigating our spaces.

**Goal 1D:** Continue to ensure the Region complies with having procedures for preventative and emergency maintenance on accessible elements in our public spaces and appropriately addresses temporary disruptions, should they occur.

**Actions 1D:**

- The Region has preventative and emergency maintenance procedures for accessible elements in the following public spaces:
  - Recreational trails and beach access routes
  - Outdoor public use eating areas
  - Outdoor play spaces (if applicable; area municipalities are typically responsible for outdoor place spaces)
  - Sidewalks or walkways
  - Ramps, stairs, curb ramps and depressed curbs
  - Accessible pedestrian signals
  - Rest areas
  - Off-street and on-street accessible parking
  - Service counters, fixed queuing guides and waiting areas

The Region incorporates these preventative and emergency maintenance procedures for accessible elements in the above public spaces when disruptions occur.

- The Region continues to ensure compliance through integrating AODA requirements into relevant standard specifications, updating standard operating procedures, and in consultation with guiding bodies such as the Transportation

Association of Canada and the Grand River Accessibility Advisory Committee (GRAAC).

## Standard 2: Customer Service

The Region strives to deliver services that meet the needs of our residents. The Region designs and refines our services using human-centred and equity-based principles, and by leveraging digital capabilities to better meet the community's service expectations and needs. When our services are designed with accessibility as the foundation, we make it easier to people with disabilities to access our services independently. The broader community benefits from services that are easy to use, understand, and meets their needs quickly and effectively. We describe what we did in 2025 to deliver better services to meet the needs of our residents and what achievements we made on the goals under the Customer Service Standard in the 2023-2027 MYAP.

**Goal 2A:** Evolve the existing Resident Experience Program based on human-centred and equity-based design principles for a consistent approach for service delivery across the organization and to better meet the needs of residents in our community.

### **Actions 2A:**

- Work is underway to redesign and modernize the Region's website with accessibility as the foundation so people with disabilities can access our website in a way that works for them. We have hired an accessibility consultant to advise on our redesign and refresher training on web accessibility and plain language training was provided to all content creators. We applied the user experience (UX) framework and accessible design principles to build prototypes for the homepage and landing pages, which will allow residents to find and access services quickly and easily. The website will launch in spring 2026.
- The Region designed and redesigned the assisted collection and medical exemption services that are for people with disabilities using UX and human-centred design principles. The redesign looked at the services themselves, as well as communications about those services, and the application process to receive services. Accessibility and equity are embedded in the designs to ensure people with disabilities can access the services and we reduce barriers.
- We developed an inventory of our digital services on our website to identify the current state of our services and where there are opportunities to improve the experience and accessibility of our digital services.

**Goal 2B:** Continue supporting Community Services clients by improving employment opportunities through distribution of refurbished computers, referrals to community agencies for technology literacy, and increasing access to chiropractic care for musculoskeletal illness in the Health2Work project.

**Actions 2B:** In 2025, 417 refurbished laptops were provided to Community Services clients to improve access to employment opportunities.

**Goal 2C:** Increase the number of accessible housing units available for people with disabilities through the Waterloo Region Housing (WRH) Revitalization Plan that goes beyond the minimum Ontario Building Code requirements.

**Actions 2C:**

- The WRH 420 Kingscourt building that has 19 accessible units is nearing completion. It is anticipated that an occupancy permit will be attained in December and tenants will begin moving into the building in January 2026.
- The WRH 82 Wilson building for seniors, which has 11 accessible units, is also nearing completion. It is anticipated that an occupancy permit will be attained in December/January and tenants will begin moving into the building in February 2026.
- The WRH 589 Langs Dr. building is under construction and progressing well. This building will have 29 accessible units. Anticipated construction completion is Spring 2027.
- The design of the WRH Mooregate Cres. building is now complete. There will be 88 accessible units between the two buildings. The construction start date is not yet finalized.
- The WRH Shelley Dr. building has moved into the detailed design stage. The number of accessible units and the construction start date is to be finalized.

**Goal 2D:** Review and update the Region's interpreter and translation guidelines, which include American Sign Language (ASL), to improve service experiences for residents.

**Actions 2D:**

- The interpreter and translation guidelines are updated as needed, when there is new information or changes in processes. The Region uses LanguageLine, which offers on-demand phone interpretation in over 240 languages and video interpretation in over 40 languages, including ASL. This allows people with disabilities to have more equitable access to Regional services.

**Goal 2E:** As part of evolving the Resident Experience Program, ensure that payment processes and payment machines are reviewed to improve service delivery, where applicable.

## **Actions 2E:**

- The Region continues to review our payment processes to ensure they are secure and accessible for people with disabilities. The digital services inventory allows us to identify which of our services have a payment process so we can monitor and plan for future improvement.

## **Standard 3: Information and Communications**

The Region strives to meaningfully engage diverse members of the community for feedback and advice on Regional programs, services and public spaces, and ensures that information provided by the Region to residents is accessible. Communications and opportunities to provide input and feedback that are accessible for people with disabilities increases trust and confidence in government service. To do this, we set goals in the 2023-2027 MYAP and this section identifies what we have done, and continue to do, to make our information accessible for our residents.

**Goal 3A:** Review, evaluate and update guidelines on creating accessible social media content (e.g. text, images, videos) on an ongoing basis to stay current on best practices.

### **Actions 3A:**

- The Region has implemented closed captions in live streams. Social media best practices in accessibility continue. Staff involved in social media communications have been provided with a refresher on how to create accessible social media posts. The guidelines will be reviewed and updated as necessary in 2026.

**Goal 3B:** Continue auditing communication distribution channels (e.g. Canva, YouTube, Instagram, Facebook) and documents for accessibility and plain language.

### **Actions 3B:**

- This work has continued in 2025 following the existing standards. These standards will be reviewed again in 2026 and updated as necessary.

**Goal 3C:** Review, update and continue training communications staff on accessible social media content, writing in plain language and creating accessible PDF documents (e.g. Adobe) to stay current on best practices.

### **Actions 3C:**

- This work has continued in 2025 with additional training offered to communications staff on plain language, alt text, and creating accessible links.

**Goal 3D:** Participate in updating the GRAAC Terms of Reference with the local municipalities represented on the Grand River Accessibility Advisory Committee.

### **Actions 3D:**

- The Region participated in the process of updating the GRAAC terms of reference with local municipalities represented on the Grand River Accessibility Advisory Committee. As the Committee is currently undergoing restructuring, the new terms of reference have not been adopted and will require revisiting when the best structure for the Committee is determined. The Region is actively participating in investigating options for the future of the Committee, and will participate in updating the terms of reference accordingly. In reviewing the terms of reference, it was determined that issuing honoraria for participation in GRAAC was best practice for consulting with the Committee. And while new terms of reference have not been officially adopted, the Region and its municipal counterparts have made good on the commitment to issuing honoraria for the years 2025 and 2026.

## Standard 4: Employment

The Region strives to recruit and retain diverse staff who feel that their knowledge and skills are valued. By improving our hiring and recruitment practices and making the workplace more accessible, people with disabilities can find employment in a supportive and equitable work environment. Our goals for the Employment Standards in the 2023-2027 MYAP demonstrate what we want to accomplish to make our workplace more accessible, and this section discusses what we have done to achieve those goals.

**Goal 4A:** Review, evaluate and update Human Resources policies to embed accessibility into the policies for each stage of the employee lifecycle.

### Actions 4A:

- In 2025 the Region hired an Accessibility Lead to advise on and support the implementation of accessibility best practices across the Region's operations and services. Human Resources (HR) and Abilities Management are working with the Accessibility Lead to identify opportunities to incorporate accessibility in each stage of the employee lifecycle, including in the policies and processes that support that cycle. Together, the Accessibility Lead, HR, and Abilities Management are developing a path forward for this work. HR and Abilities Management, with the support of the Accessibility Lead, will work to update relevant policies in 2026.

**Goal 4B:** Conduct a comprehensive review of existing Abilities Management processes, including short- and long-term abilities management protocols and work accommodation program to provide a seamless employee-centred process when disability management support is required.

### Actions 4B:

- A modified work pool process was developed in alignment with the AODA Employment Standards. This process provides greater flexibility in temporary work arrangements and expands the range of suitable duties available to support

employees who are temporarily unable to perform their regular work due to disability.

- The Abilities Management Team, in collaboration with Talent Acquisition and the Region's Accessibility Lead, is refining the accommodation process for both new hires and existing employees with permanent accessibility needs. This work includes reviewing and strengthening procedures for developing and documenting Individual Accommodation Plans (IAPs) and ensuring that supports are in place during recruitment, onboarding, and employment.
- The objective is to establish an efficient, consistent, and person-centered system that provides timely accommodation, promotes inclusion, and upholds the principles of dignity, independence, integration, and equal opportunity.

**Goal 4C:** Review and expand Reconciliation, Equity, Diversity and Inclusion (REDI) training, including accessibility, for Regional staff to increase knowledge, awareness and practical application of concepts. Provide disability, neurodiversity and accessibility training, which includes introductory concepts, a review of the AODA, and frameworks for disabilities, neurodiversity and enhancing accessibility in the workplace.

**Actions 4C:**

- In 2025 the Region's REDI team offered a series of one-hour awareness sessions with CNIB focused on equity, accessibility, and inclusion in the workplace:
- The REDI team offered inclusive language training for Regional staff. This training explored the importance of language in fostering respectful and inclusive environments.
- During National AccessAbility Week, the REDI team offered Inclusive Workspaces training. This training focused on actionable steps to create a workplace culture that values diversity and inclusion.
- The REDI team offered training on Intersectionality in the Workplace. This training examined how overlapping identities (e.g., race, gender, disability) shape workplace experiences and guide inclusion efforts.

**Goal 4D:** Continue to implement a comprehensive mental health strategy for employees, which includes:

- Delivering the Working Minds Training through the Mental Health Commission of Canada to create a supportive work environment.
- Continuous assessment and implementation of mental health benefits.
- Access to resilience and coping sessions, skill-building sessions focused on mental health and a wellbeing app.
- Implementing the National Standard of Canada for Psychological Health and Safety in the Workplace for employees.

#### **Actions 4D:**

- The Organizational Health and Wellbeing Survey was developed and implemented across the organization to establish baseline measures of psychological safety and flourishing at work. The survey results provided valuable insights into areas of strength and opportunities for improvement within wellness programming and across the 15 psychosocial factors outlined in the National Standard of Canada for Psychological Health and Safety in the Workplace (CSA Z1003).
- Department-level reviews of the findings are underway. These reviews will guide targeted action planning to strengthen organizational supports, enhance psychological health, and promote a safe and inclusive work environment.
- This work forms a key component of the Region's broader commitment to accessibility, inclusion, and equity. By advancing psychological health and safety, the organization is reducing barriers for employees with mental health disabilities and fostering a workplace culture grounded in dignity, respect, and belonging.
- Work is underway to evolve the workplace mental health programming to include a peer support team within Senior's Services.
- 328 employees participated in 13 wellness sessions offered from January to November 2025.
- Approximately 46% of employees have completed the half-day Working Mind training. Approximately 57% of Managers have completed the full-day managers training.
- In 2025, several benefits enhancements were made, including an increase in psychological services coverage up to \$2000 for Management/Management support employees and the Med-Sub top up to Employment Insurance sickness benefits for employees on medical leave who do not have sufficient sick leave credits in their bank to provide coverage for the duration of their leave.

**Goal 4E:** Review the hiring process to ensure accessibility requirements are built into key recruitment steps to improve the candidate hiring experience.

#### **Actions 4E:**

- In 2025 the Region hired an Accessibility Lead to advise on and support the implementation of accessibility best practices across the Region's operations and services. Human Resources (HR) has worked with the Accessibility Lead to identify key areas for improvement in hiring processes. Together, the Accessibility Lead and HR have begun brainstorming strategies for an accessible and inclusive end-to-end recruitment, hiring, and onboarding process. HR, with the support of the Accessibility Lead, will work to implement these strategies

throughout 2026.

## Standard 5: Transportation

The Region strives to prevent and remove barriers to transportation services for residents and visitors. Accessible transportation is an important service for residents in our community and this is reflected in the goals we have outlined in the 2023-2027 MYAP under the Transportation Standard. Accessible and reliable transportation supports people with disabilities to get to work, appointments and participate in the community in a way that is equitable and inclusive. The actions taken throughout 2024 to improve the accessibility of our transportation services and to achieve the goals are described in this section.

**Goal 5A:** Develop and implement a plan for accessible taxi vans provided by local taxi services for the community, including assessing the number of accessible vans required in the bylaw to meet local needs, conducting a safety audit of accessible vans and evaluating and updating driver training.

### **Actions 5A:**

- Work continues on our accessible taxi service plans, including evaluating and monitoring fleet size and service quality. Grand River Transit is currently undergoing modernization efforts for its paratransit services as well as its technological infrastructure. These efforts will result in more agile, responsive, and accessible service overall, and will inform future plans for accessible taxis.

**Goal 5B:** Assess the wheelchair curbside to airport terminal entrance gate service at the Region of Waterloo International Airport and transfer responsibility from the airline providers (e.g. West Jet) to the airport authority (the Region) when there are at least 200,000 passengers at the airport per year for two years.

### **Actions 5B:**

- We published our 2025 Airport Accessibility Progress Report on our website and provided it to the Canadian Transportation Agency and Canadian Human Rights Commission.
- The Region achieved Rick Hansen Foundation Gold Status for the Region of Waterloo International Airport. A media release was issued celebrating this accomplishment with community.

**Goal 5C:** Implement the Grand River Transit (GRT) Business Plan recommendations to determine service levels, expansion plans and update the bus stop design guidelines to improve accessibility features across all GRT business lines (MobilityPLUS, conventional bus and light rail transit).

**Actions 5C:**

- The GRT Business Plan's MobilityPLUS and Kiwanis Transit Plan was approved in June 2025. This plan will guide the improvement and expansion of specialized transit services within Waterloo Region.

The plan focuses on:

- Improving the customer experience
- Introducing new staff resources
- Modernizing technologies
- Increasing fleet to meet growing demand for MobilityPLUS services and work toward the target of no unmet trips

**Goal 5D:** Improve GRT system accessibility by upgrading transit stops, shelters, and landing pads.

**Actions 5D:**

- A total of 62 accessible stop landing pads were constructed/upgraded in 2025.
- An expansion of stop upgrades is planned for 2026.

**Goal 5E:** Improve the transit journey by co-designing with customers and GRT staff the elements of MobilityPLUS transit vehicles that can be adjusted based on the manufacturer's specification, to ensure passenger comfort and the best overall experience.

**Actions 5E:**

- In late 2025, GRT joined a working group led by the Canadian Standards Agency (CSA) Group, to review and provide feedback on the current design specifications for specialized service vehicles. This review should be completed in 2026.

**Goal 5F:** Increase community participation by reducing barriers to transit services and positioning Grand River Transit as a major transportation enabler of employment, social and other life activities.

**Actions 5F:**

- Implementation of high-contrast wraps and decals at platform validators and shelter edges at Fairway Station and Conestoga Station have been trialed successfully in collaboration with GRAAC.
- Enhanced tactile paths and stop markers have also been installed to evaluate durability and if they meet community need. These measures have been installed through a federal accessibility grant program.

## Reviewing and Monitoring the MYAP

The Region of Waterloo's multi-year accessibility plans are reviewed and updated at least once every five years. An annual status report is completed to document the progress and measures taken to achieve the goals in the Region's 2023-2027 MYAP and meet the requirements of the five Standards of the AODA.

### Feedback

We welcome feedback on the 2024 Accessibility Status Report, and on the accessibility of our services, programs and public spaces. If you have any ideas or suggestions, please contact us.

Telephone: General Enquiries: 519-575-4400  
TTY: 519-575-4608  
Mail: Reconciliation, Diversity, Equity, & Inclusion  
Region of Waterloo  
150 Frederick St, 5<sup>th</sup> Floor  
Kitchener, ON N2G 4J3  
Email: [access@regionofwaterloo.ca](mailto:access@regionofwaterloo.ca)

The 2025 Accessibility Status Report is available on the Region's website as an accessible PDF. Alternate formats, including full-text Word and paper copies of the 2025 Accessibility Status Report and the 2023-2027 Multi-Year Accessibility Plan are available upon request at no charge from:

Reconciliation, Diversity, Equity, & Inclusion  
Region of Waterloo  
150 Frederick St, 5<sup>th</sup> Floor  
Kitchener, ON N2G 4J3  
Phone: 519-575-4400  
TTY: 519-575-4608  
Fax: 519-575-4481  
Email: [access@regionofwaterloo.ca](mailto:access@regionofwaterloo.ca)  
Website: [www.regionofwaterloo.ca/accessibility](http://www.regionofwaterloo.ca/accessibility)