

Appendix 3

Quantitative Indicators – Division-Specific

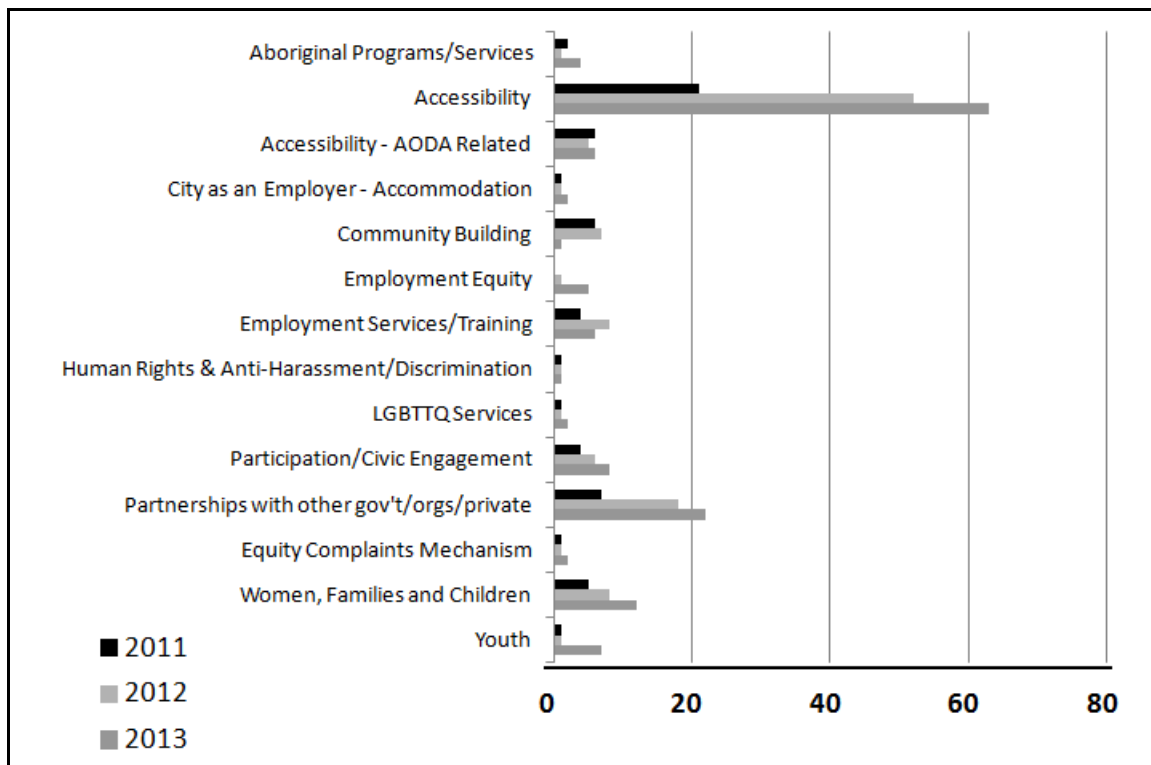
In addition to corporate indicators, which are common equity, diversity and human rights initiatives across divisions, 23 divisions reported 141 quantitative equity, diversity and human rights initiatives and results that are specific to their mandate and responsibilities.

(See also Appendix 4 – Qualitative Indicators for more divisional equity, diversity and human rights initiatives that are specific to their mandate and responsibilities)

The following tables and bar graph are a summary and comparison of 2011 to 2013 data.

Total	2011	2012	2013
# of Divisions Reporting	19	19	23
# of Indicators	13	14	14
# of Initiatives	60	111	141

Division-Specific Quantitative Indicators Categories and Number of Initiatives Reported



Yearly Comparison of Division Specific Quantitative Initiatives

Indicator Category	2011	2012	2013
	# of Initiatives	# of Initiatives	# of Initiatives
1. Accessibility	21	52	63
2. Partnerships	7	18	22
3. Women, Families & Children	5	8	12
4. Participation/Civic Engagement	4	6	8
5. Youth	1	1	7
6. Employment Services/Training	4	8	6
7. Accessibility – AODA	6	5	6
8. Employment Equity	-	1	5
9. Aboriginal Services	2	1	4
10. City as an Employer – Accommodation	1	1	2
11. LGBTTQ Services	1	1	2
12. Equity Complaints Mechanism ¹	1	1	2
13. Human Rights and Anti-Harassment/Discrimination	1	1	1
14. Community Building	6	7	1
TOTAL # INITIATIVES	60	111	141

Highlights and Examples

The following list includes examples of quantitative divisional initiatives from each of the 14 indicator categories. It is not an exhaustive list of all 141 initiatives reported.

Aboriginal Services

These initiatives are programs and services designed specifically for Aboriginal peoples.

- ***Shelter, Support and Housing Administration*** delivers programs and services for homeless or at-risk Aboriginal Peoples funded under the *Homelessness Partnership Initiative*. Two-hundred and eighty-nine (289) people were served; 126 were placed in housing; 42 were employed; 41 participated in education or training; and 139 participated in training and leadership projects. There were 5 constructions and renovations and 6 direct service projects.

¹ This category replaces the previous category titled "Protocol for Reporting Racial Incidents" to more accurately reflect the types of initiatives reported.

Accessibility

These initiatives improve access to services for customers, such as multilingual and translation services, cultural sensitive programs, accessible location of service delivery, information sessions, and tax relief for low-income seniors and people with disabilities.

- **Emergency Medical Services** delivers the *Community Referrals by EMS (CREMS)* program. The program affords appropriate access to services and health care for people who are seniors, have physical or mobility challenges, and are marginally housed. In 2013, there were 1,824 CREMS referrals made (up from 1,150 in 2012).
- **Solid Waste Management** continues to provide *Barrier Free Collection* to a number of households. The Front/Side Door Collection Program for persons with mobility issues and physical disabilities served 1,198 customers (up from 1,164 in 2012). The Dialysis Bin Program offered free garbage bins to 404 households with dialysis patients (up from 346 in 2012).
- **Toronto Public Health's Diabetes Prevention Strategy** raises awareness of diabetes using mass media and information sessions in two priority communities. The majority of participants are members of equity-seeking groups (e.g. visible minorities, women, people living in low-income neighbourhoods, etc.). Fifty-three (53) diabetes prevention education workshops were delivered (1-2 hours long) to 1,174 people from diverse ethnic groups identified as being at high-risk for type 2 diabetes.

Accessibility – AODA

These include policies and activities that remove or reduce barriers for people with disabilities and meet compliance with the AODA requirements. The implementation of the plans to comply with the AODA standards began in 2013.

(See “Built environment and physical accessibility” in Appendix 2 where divisions also reported AODA related accessibility initiatives.)

- **Transportation Services** continues to implement a number of *accessibility activities*. In 2013, there were 2,162 accessible street furniture pieces including transit shelters, benches and public washrooms to improve accessibility to people with disabilities. Pedestrian signals were installed in 53 new locations (up from 34 in 2012). There were 29 TTC bus platforms added to increase accessibility. Three and a half kilometres (3.5 Km) of new sidewalk were installed (down from 4.5 km in 2012).

City as an Employer – Accommodation

These initiatives demonstrate examples of accommodation for City employees.

- **Parks, Forestry and Recreation** developed an *Accommodations How-To Guide* for the five most commonly requested accommodations in their division. It was circulated to all staff and continues to be used by staff.

Community Building

These are initiatives that support a strong community-based sector and facilitate access to services that promote social outcomes for vulnerable, marginalized and high-risk communities and members of racial minorities, sexual minorities, women, people with disabilities, Aboriginal Peoples, seniors, youth and newcomers.

- **City Planning** implemented the *Growing Conversations* initiative to ensure that their public engagement processes work to better reflect the vision and values of residents and the communities in which they live. Key objectives included exploring new engagement models and tools, engaging new audiences, and identifying other opportunities to improve engagement in the current community planning process.

Employment Equity

These are initiatives that support and facilitate access to employment opportunities within the Toronto Public Service for equity-seeking groups (e.g. racial minorities, sexual minorities, women, people with disabilities, Aboriginal Peoples, seniors, youth, newcomers, etc.) to build a workforce that is representative of the individuals and communities we serve.

- **Fire Services' workforce diversity initiative** aims to increase diversity at each new hiring as established by the composition of the hiring pool. It is applied to all entry level firefighter positions (Operations Firefighter, Fire Prevention, and Communications). The division also delivers a *Pre-service Firefighter Education and Training Program* in collaboration with Centennial College to address the composition of the external pool of job ready potential candidates. In 2013, the workforce diversity initiative resulted in the following:
 - New hires in Operations: 14 racial minority, nine women, four with a disability, one Aboriginal
 - New Hires in Fire Prevention: one racial minority man, five women
 - New hires in Communications: five women, one racial minority man
 - New hires in Information & Communication Systems: one racial minority man
 - New hires in Mechanical Division: two racial minority men, one racial minority woman

Employment Services/Training

These initiatives assist unemployed and under-employed residents with employment support services and training.

- **Toronto Employment and Social Services' Employment Centres** continue to provide *assistance to un/under-employed residents*. In 2013, the number of visits to Employment Centres increased to 249,069 from 214,070 in 2012. The division also hosted 59 job and career events with 12,000 people attending.

Equity Complaints Mechanism

These protocols provide a mechanism for residents or employees to report on complaints related to access and/or equity so that appropriate responses can be created.

- **Shelter, Support and Housing Administration** tracks complaints to the entire division using the *Customer Service Tracker*. A total of 1,345 complaints were received. Of this, seven

were AODA-related and 747 were related to access to services. Out of the 1,345 complaints received, 1,311 (97%) were resolved. All 7 (100%) of AODA-related complaints were resolved and 193 (89%) of access to service-related complaints were resolved.

Human Rights and Anti-Harassment

These initiatives support the City's Human Rights and Anti-Harassment/Discrimination Policy and the City's commitment to delivering respectful, equitable service delivery and employment practices. The goal of the policy is to recognize the dignity and worth of every person (whether resident, service recipient or employee) and to create a climate of understanding and mutual respect.

- *Equity, Diversity and Human Rights Division's Human Rights Office* provided 733 consultations (down from 973 in 2012) and 238 interventions/investigations (up from 175 in 2012) based on the City's Human Rights and Anti-Harassment/Discrimination Policy.

LGBTQT (Lesbian, Gay, Bisexual, Transgender, Two-Spirited and Queer)

These initiatives are programs and services designed specifically for LGBTQT individuals and communities.

- All ten *Long-Term Care Homes and Services* homes (100%) and community-based programs provide a *LGBT (Lesbian, Gay, Bisexual and Transgender) welcoming environment* and use the award winning *LGBT Tool Kit* as a basis for LGBT quality initiatives.

Participation/Civic Engagement

These initiatives engage and involve residents in the City's decision-making processes and in the social, economic, cultural and political life of the City.

- *Strategic Communications* continues with their *Ethnic Media Strategy* with targeted outreach to ethnic media and communities to support the promotion of major City programs, services and initiatives. The division also continues 3 *City podcasts* and also facilitates 151 *social media* accounts as of December 31, 2013. This includes Twitter, RSS feeds, Facebook, YouTube, City Blogs, and Flickr accounts.

Partnership (with Other Orders of Government/Organizations/Private Sector)

These are initiatives where divisions work collaboratively with other governments, organizations or the private sector to pool resources and expertise to meet common social and economic objectives for Toronto residents.

- *Toronto Public Health* continues with their *Student Nutrition Program*. The Toronto Partners for Student Nutrition (TPSN) is a partnership of Toronto Public Health, Toronto District School Board, Toronto Catholic District School Board, Toronto Foundation for Student Success, the Angel Foundation for Learning, and community representatives. Together, they provide operational support to student nutrition programs and allocate municipal and provincial grants used towards the cost of nutritious food. In 2013, the program received a City of Toronto grant for \$5,380,800. In 2013, municipal and/or

provincial grants were allocated to 481 schools/community sites, which operated 695 programs reaching 151,502 elementary and youth.

Women, Families and Children

These initiatives are programs and services designed for vulnerable women, families and/or children.

- ***Toronto Public Health's Homeless At-Risk Prenatal Program*** works with homeless/at-risk prenatal women in shelters. It provides food certificates and transportation support to families in need. In 2013, the program was delivered to 167 at-risk pre-natal families (up from 109 in 2012). Public Health nurse contacts were made for 35 shelters (same as in 2012).

Youth

These initiatives focus on providing programs and services specific to youth, including the hiring of youth and/or students at the City of Toronto. Youth employment-related initiatives may also be listed under other indicator categories. See Appendix 4 for more youth employment initiatives.

- ***Social Development, Finance and Administration*** coordinates a youth-led funding program – the *Identify N' Impact Investment Fund (INI)*. In 2013, 19 projects were funded, eight youth were trained to review funding applications, and approximately 1,290 youth were involved in leadership opportunities.