

The City of Toronto strives at all times to provide equal treatment and equitable benefits of City services, programs and facilities in a manner that respects the dignity and independence of people with disabilities.

The City's [Statement of Commitment to Creating an Accessible City](#) affirms its commitment to meet the requirements of the [Ontarians with Disabilities Act, 2001 \(ODA\)](#), [Accessibility for Ontarians with Disabilities Act, 2005 \(AODA\)](#), as well as, City policies and goals to identify, remove and prevent barriers to people of all abilities.

The City's initial [Accessibility Plan](#) has been in place since 2003 and posted publicly on the City's website along with annual updates from 2004 – 2008.

In August 2009, while not yet legislated, City Council adopted the "City of Toronto Statement of Commitment to Create an Accessible City", which is consistent with the principles of the AODA. This corporate policy statement affirms the City's commitment to meeting the requirements of existing legislation and to its own policies and goals related to the identification, removal and prevention of barriers to people with disabilities and becoming a barrier free city.

In March 2010, the City Manager [reported](#) on the status of implementing the Customer Service Standard, established under the AODA; and filed a compliance report with the Accessibility Directorate of Ontario on meeting the requirements of the Standard on accessible customer service.

Consistent and effective accessibility planning has strengthened the City's commitment to making accessibility a part of everyday business and promoting the inclusion of Toronto residents and visitors. Barriers have been identified and removed or prevented in many City owned buildings and public spaces through the [City of Toronto's Accessibility Design Guidelines](#), a resource guide on accessible design, endorsed by Toronto City Council in May 2004, prior to the enactment of the Accessibility for Ontarians with Disabilities Act, in 2005.

AODA Accessibility Standards

The Accessibility for Ontarians with Disabilities Act (AODA) is legislation which allows the Ontario government to develop, implement and enforce standards for accessibility related to goods, services, facilities, employment, accommodation and buildings. The target date for reaching the goal of a fully accessible Ontario is January 1, 2025.

The AODA establishes accessibility standards in the following fields:

- Customer Service
- Information and Communications
- Employment
- Transportation
- The Built Environment

The Integrated Accessibility Standard Regulation, enacted in 2011 brought together three standards into one integrated regulation and also included accessibility requirements in procurement. Requirements for the Information and Communication, Employment and Transportation standards will be phased in over time. The last standard for the built environment, related to facilities and outdoor spaces is being reviewed by the Ontario government and is anticipated to be released for public review and comment before becoming law.

About the City's Multi-Year Accessibility Plan

The newly legislated multi-year plan outlines the overall strategies of how the City will meet accessibility standards in the following four key areas:

- [Information and Communication](#)
- [Employment](#)
- [Transportation](#) (aspects which do not include public transit as the Toronto Transit Commission will post its own multi-year plan)
- Incorporation of [accessibility requirements](#) when acquiring good, services or facilities.

The City's multi-year accessibility plan (to be posted January 1, 2013) covers the period from 2012 – 2016. It is a living document which will be reviewed and updated once every 5 years.

| Accessibility for Ontarians with Disabilities Act Integrated Accessibility Standards, Ontario Regulation 191/11 | | |
|--|--|--|
| IASR Section Requirement and Implementation Date | Action Required | Implementation Status |
| GENERAL | | |
| (3) Establishment of Accessibility Policies January 1, 2013 COMPLIANT | <ul style="list-style-type: none"> ▪ Development, implementation and maintenance of corporate policies governing how the organization achieves or will achieve accessibility. ▪ Includes corporate statement of organizational commitment to meet accessibility needs of persons with disabilities ▪ The documents above to be available to the public, and available in an accessible format upon request. | <p>The City's Statement of Commitment to Creating a Barrier Free City and accessibility policies are publically available and posted on the City's website.</p> <p>The City's website, print materials and 311 to notify the public about the availability of accessible formats. (In progress)</p> |
| (4) Accessibility Plans January 1, 2013 IN PROGRESS | <ul style="list-style-type: none"> ▪ Establish, implement and maintain a multi-year accessibility plan which addresses strategies to prevent/remove barriers ▪ Post multi-year plan on website ▪ Review and update plan every 5 years ▪ Post annual status report of progress ▪ Documents to be available to the public, and available in an accessible format upon request. | <p>City Council will be updated on the implementation of the AODA – IASR in the last quarter of 2012.</p> <p>The City's multi-year accessibility plan to be reviewed by the Disability Issues Committee.</p> <p>Multi-year plan to be posted on City's website in January 2013.</p> <p>Accessibility Plan to guide staff in developing progressive accessibility City policies, programs and services.</p> |
| (5)(6) Procuring or Acquiring goods, services or facilities January 1, 2013 IN PROGRESS | <ul style="list-style-type: none"> ▪ Incorporate accessibility criteria and features when acquiring or purchasing goods, services or facilities ▪ Accessibility features (through design or procurement) are also required for Self-service kiosks (including point-of-sale devices) | <p>Guidelines, checklists for meeting accessibility obligations in procurement; as well as accessibility language for procurement documents have been drafted and will be posted by January 2013.</p> |
| (7) Training January 1, 2014 IN PROGRESS | <p>Ensure that training is provided on the requirements of the accessibility standards in regards to the AODA and the Human Rights Code as it pertains to people with disabilities</p> | <p>Human Resources (ODL) will lead implementation of training strategy which incorporates redeveloped AODA and Human Rights in-class training, intact team training,</p> |

City of Toronto Multi-Year Accessibility Plan

**2012 -
2016**

| | | |
|--|---|---|
| | <p>Training shall be appropriate to the duties of employees, volunteers and other persons.</p> <p>A record must be maintained of the training provided, including the training dates and the number of people who participated</p> | <p>and supplementary eLearning modules that can also serve as a template for use by City divisions.</p> <p>Human Resources has a system and protocol in place for managing employee training history records for enterprise-wide initiatives. Training records for division-specific initiatives are maintained by each division.</p> |
| Information and Communications Standards | | |
| <p>(11) Feedback January 1, 2014</p> <p>IN PROGRESS</p> | <p>Ensure that any process for receiving and responding to feedback is accessible to persons with disabilities by providing or arranging for the provision of accessible formats and communication supports</p> <p>Notify the public about the availability of accessible formats and communication supports</p> | <p>311 can play a role in being the central point of contact for all accessibility-related calls, including requesting accessible formats and communications supports. This option is being explored.</p> <p>City divisions to develop strategies to provide or arrange for the provision of accessible formats and communication supports.</p> |
| <p>(12) Accessible Formats and Communication Supports January 1, 2015</p> <p>IN PROGRESS</p> | <ul style="list-style-type: none"> ▪ Provision of accessible formats and communication supports for persons with disabilities must be provided or arranged upon request, ▪ Consult with the person making the request to determine the suitability of an accessible format or communication support. ▪ Notify the public about the availability of accessible formats and communication supports | <p>Communication Standards developed and implemented (January 2012) to ensure the City is providing clear, accessible, appropriate and timely information and communication to the public. This includes providing alternate formats and communication supports upon request and wherever possible.</p> <p>Accessible Communications Policy and guidelines are being drafted to help City staff develop, provide and receive accessible communications.</p> <p>Plans to use the City's website, print materials and 311 to notify the public about the availability of alternate formats.</p> |
| <p>(13) Emergency Procedure, Plans or Public Safety Information January 1, 2012</p> <p>COMPLIANT</p> | <p>City emergency procedures, plans and public safety information available to the public, are to be provided in an accessible format with appropriate communication supports, upon request.</p> | <p>Ongoing dialogues with the Office of Emergency Management (OEM), Toronto EMS and Toronto Fire Services to advise of their responsibilities as of January 1, 2012.</p> <p>The OEM has included the following statement on its main landing web page: "The City of Toronto's Office of Emergency Management complies with the province's accessibility standards legislation and can provide information to those individuals with disabilities. Call us at 416-392-4554 to learn more about how we can help you."</p> |

City of Toronto Multi-Year Accessibility Plan 2012 - 2016

| | | |
|--|--|--|
| | | <p>Currently exploring a standard "boilerplate" statement that could be added to print and online materials about the availability of alternate formats and a contact number.</p> |
| <p>(14) Accessible Websites and Web Content WCAG 2.0 Level A January 1, 2014 WCAG 2.0 Level AA January 1, 2021</p> <p>COMPLIANT with Level A IN PROGRESS with Level AA</p> | <ul style="list-style-type: none"> ▪ Make internet websites and web content conform with World Wide Web Consortium (W3C) Web Content Accessibility Guidelines (WCAG) 2.0 Level A initially and increasing to Level AA. ▪ Applies to websites and web content, including web-based applications that an organization controls directly or through a contractual relationship that allows for modification of the product. ▪ Applies to web content published on a website after January 1, 2012. | <p>After the City completes the Web Content Migration project and the roll-out of the Web Content Management (WCM) tool (target is end of 2013), toronto.ca web pages in WCM will meet AODA accessibility requirements as per the W3C standards (level AA).</p> <p>Information about the availability of alternate formats and how to request them will be provided for any non-accessible content/documents. (Note: further work will be required to address web applications as part of future planned phases of the project).</p> <p>Web Standards being drafted that will include accessible web design practices. Accessible Communications Policy (being drafted) will establish expectations and guidelines for staff to create accessible web content and web pages.</p> |
| Employment Standards | | |
| <p>(22) Recruitment January 1, 2014</p> <p>IN PROGRESS</p> | <p>Notify employees and the public about the availability of accommodation for applicants with disabilities during recruitment process</p> | <p>Large majority of these requirements being met under current policies, programs and practices. Ensuring prior to end of 2012, processes will be clearly documented and communicated to employees and management throughout the organization who participate in recruitment/staffing/redeployment related activities and performance management activities.</p> |
| <p>(23) Recruitment, Assessment or Selection Process January 1, 2014</p> <p>IN PROGRESS</p> | <ul style="list-style-type: none"> ▪ Employers shall, during the recruitment process, notify job applicants that accommodations are available upon request in relation to the materials or processes to be used. ▪ The employer will consult with the applicant and provide suitable accommodation in a manner that takes into account the applicant's accessibility needs due to their disability. | <p>Large majority of these requirements being met under current policies, programs and practices. Ensuring prior to end of 2012, processes will be clearly documented and communicated to employees and management throughout the organization who participate in recruitment/staffing/redeployment related activities and performance management activities.</p> |

City of Toronto Multi-Year Accessibility Plan

**2012 -
2016**

| | | |
|--|--|---|
| <p>(24) Notice to Successful Applicants January 1, 2014</p> <p>IN PROGRESS</p> | <ul style="list-style-type: none"> ▪ Employer shall when making offers of employment, notify the successful applicant of its policies for accommodating employees with disabilities | <p>Large majority of these requirements being met under current policies, programs and practices. Ensuring prior to end of 2012, processes will be clearly documented and communicated to employees and management throughout the organization who participate in recruitment/staffing/redeployment related activities and performance management activities.</p> |
| <p>(25) Informing Employees of Supports January 1, 2014</p> <p>IN PROGRESS</p> | <p>Employer shall:</p> <ul style="list-style-type: none"> ▪ Inform employees of its policies used to supports employees with disabilities, including, but not limited to, policies on the provision of job accommodations that take into account an employee's accessibility needs due to disability. ▪ Provide the information required to new employees as soon as practicable after they begin employment ▪ Provide updated information to its employees whenever there is a change to existing policies on the provision of job accommodations that take into account an employee's accessibility needs due to a disability | <p>Large majority of these requirements being met under current policies, programs and practices. Ensuring prior to end of 2012, processes will be clearly documented and communicated to employees and management throughout the organization who participate in recruitment/staffing/redeployment related activities and performance management activities.</p> |
| <p>(26) Accessible Formats and Communication Supports for Employees January 1, 2014</p> <p>IN PROGRESS</p> | <ul style="list-style-type: none"> ▪ Where an employee with a disability so requests it, the employer shall consult with the employee to provide or arrange for the provision of accessible formats and communication supports for, <ul style="list-style-type: none"> <i>(a) information that is needed in order to perform the employee's job; and</i> <i>(b) information that is generally available to employees in the workplace</i> ▪ Consult with the employee making the request in determining the suitability of an accessible format or communication support | <p>Large majority of these requirements being met under current policies, programs and practices. Ensuring prior to end of 2012, processes will be clearly documented and communicated to employees and management throughout the organization who participate in recruitment/staffing/redeployment related activities and performance management activities.</p> |
| <p>(27) Workplace Emergency Response Information January 1, 2012</p> <p>IN PROGRESS</p> | <p>Employer shall:</p> <ul style="list-style-type: none"> ▪ Provide individualized workplace emergency response information to employees who have a disability, if the disability is such that the individualized information is necessary and the employer is aware of the need for accommodation due | <p>Individualized workplace emergency response information, as described in section 27 will be included in documented individual accommodation plans as per Section 28. See below.</p> |

| | | |
|--|---|--|
| | <p>to the employee's disability.</p> <ul style="list-style-type: none"> ▪ Provide the workplace emergency response information to the person designated by the employer to provide assistance ▪ Provide the information required as soon as practicable after the employer becomes aware of the need for accommodation due to the employee's disability. ▪ Review the individualized workplace emergency response information, <ul style="list-style-type: none"> (a) when the employee moves to a different location in the organization (b) when the employee's overall accommodations needs or plans are reviewed; and (c) when the employer reviews its general emergency response policies | |
| <p>(28) Documented Individual Accommodation Plans January 1, 2014 IN PROGRESS</p> | <ul style="list-style-type: none"> ▪ Develop a written process for the development of documented individual accommodation plans for employees with disabilities. ▪ The process for the development of documented individual accommodation plans shall include the following steps. <ol style="list-style-type: none"> 1. Consider how staff requesting accommodation can participate in the development process of their accommodation plan. 2. The means by which the employee is assessed on an individual basis. 3. The manner in which the employer can request an evaluation by an outside medical or other expert, at the employer's expense, to assist the employer in determining if accommodation can be achieved and, if so, how accommodation can be achieved. 4. The manner in which the employee can request the participation of a representative from their bargaining agent, where the employee is | <p>Process for development of documented individual accommodation plans to be integrated in the City's Employment Accommodation Policy and Guidelines when policy is reviewed and updated by EDHR in 2013.</p> |

| | | |
|---|---|---|
| | <p>represented by a bargaining agent, or other representative from the workplace, where the employee is not represented by a bargaining agent, in the development of the accommodation plan.</p> <ol style="list-style-type: none"> 5. The steps taken to protect the privacy of the employee's personal information. 6. The frequency with which the individual accommodation plan will be reviewed and updated and the manner in which it will be done. 7. If an individual accommodation plan is denied, the manner in which the reasons for the denial will be provided to the employee. 8. The means of providing the individual accommodation plan in a format that takes into account the employee's accessibility needs due to disability. <p>Individual accommodation plans shall,</p> <ol style="list-style-type: none"> (a) if requested, include any information regarding accessible formats and communications supports provided, as described in section 26; (b) if required, include individualized workplace emergency response information, as described in section 27; and (c) identify any other accommodation that is to be provided. | |
| <p>(29) Return to Work Process January 1, 2014</p> <p>IN PROGRESS</p> | <p>Employer shall:</p> <ol style="list-style-type: none"> (a) Develop and have in place a return to work process for its employees who have been absent from work due to a disability and require disability-related accommodations in order | <p>Existing return to work programs and Disability Management Programs address steps required to address accommodation needs. This includes transition plans for returning to work.</p> |

| | | |
|---|---|---|
| | <p>to return to work; (b) document the process</p> <ul style="list-style-type: none"> ▪ The return to work process will, <ul style="list-style-type: none"> (a) <i>outline the steps the employer will take to facilitate the return to work of employees who were absent because their disability required them to be away from work;</i> (b) <i>use documented individual accommodation plans</i> ▪ The return to work process referenced in this section does not replace or override any other return to work process created by or under any other statute. | |
| <p>(30) Performance Management January 1, 2014</p> <p>IN PROGRESS</p> | <ul style="list-style-type: none"> ▪ Employer that uses performance management in respect of its employees shall take into account the accessibility needs of employees with disabilities, as well as the individual accommodation plans, when using its performance management process in respect of employees with disabilities | <p>Large majority of these requirements being met under current policies, programs and practices. Ensuring prior to end of 2012, processes will be clearly documented and communicated to employees and management throughout the organization who participate in recruitment/staffing/redeployment related activities and performance management activities.</p> |
| <p>(31) Career Development and Advancement January 1, 2014</p> <p>IN PROGRESS</p> | <ul style="list-style-type: none"> ▪ Employer that provides career development and advancement to its employees shall take into account the accessibility needs of its employees with disabilities as well as any individual accommodation plans, when providing career development and advancement to its employees with disabilities | <p>Large majority of these requirements being met under current policies, programs and practices. Ensuring prior to end of 2012, processes will be clearly documented and communicated to employees and management throughout the organization who participate in recruitment/staffing/redeployment related activities and performance management activities.</p> |
| <p>(32) Redeployment January 1, 2014</p> <p>IN PROGRESS</p> | <ul style="list-style-type: none"> ▪ Employer that uses redeployment shall take into account the accessibility needs of its employees with disabilities, as well as individual accommodation plans, when redeploying employees with disabilities | <p>Steps are currently taken to involve the Disability Management Consultant in the redeployment process where there are functional restrictions and accommodation requirements.</p> |

| <p align="center">Conventional and Specialized Transportation Services (Ferries); Duties of Municipalities and Taxicabs</p> <p align="center">Note: Aspects of the Transportation Standard which do not include public transit. The Toronto Transit Commission (TTC) will cover these requirements.</p> | | |
|--|--|---|
| <p>(34) Availability of Information on Accessibility Equipment, etc January 1, 2012</p> <p>IN PROGRESS</p> | <ul style="list-style-type: none"> ▪ Accessibility equipment and features of their vehicles, routes and services must be made available to the public ▪ Upon request, information as described above must be provided in an accessible format. | <p>Information regarding the Toronto Ferry Terminal and information about accessibility equipment and features of vessels, routes and services being drafted for public posting on Division website prior to the end of 2012.</p> <p>Accessible communication strategy to be developed; including information made available in accessible format and appropriate signage in Ferry Terminal and on ferry vessels.</p> <p>Requirements will be met prior to the end of 2012.</p> |
| <p>(36) Accessibility Training January 1, 2014</p> <p>IN PROGRESS</p> | <p>Conventional transportation service providers and specialized transportation service providers shall conduct employee and volunteer accessibility training.</p> <p>The accessibility training shall include training on,</p> <p><i>(a) the safe use of accessibility equipment and features</i></p> <p><i>(b) acceptable modifications to procedures in situations where temporary barriers exist or accessibility equipment on a vehicle fails; and</i></p> <p><i>(c) emergency preparedness and response procedures that provide for the safety of persons with disabilities.</i></p> <p>Keep a record of the training provided, including the training dates and number of people who attended</p> | <p>As required the Accessible Customer Service Standard, ferry services staff are able to access corporate eLearning course on accessible customer service.</p> <p>Visual illustrations of proper use of safety equipment are posted on vessels. Accessible communication strategies to be reviewed and updated as per Section 34, above.</p> <p>Vessel crews are trained to provide assistance and implement response procedures to all passengers in the event of an emergency.</p> <p>All training records are retained.</p> |
| <p>(37) Emergency Preparedness and Response Policies January 1, 2012</p> <p>IN PROGRESS</p> | <ul style="list-style-type: none"> ▪ Conventional transportation service providers and specialized transportation service providers, <p><i>(a) shall establish emergency preparedness and response policies that provide for the safety of persons with disabilities; and</i></p> <p><i>(b) make the policies available to the</i></p> | <p>Once a week boat and fire drills performed to deal with safety of all passengers. Currently this information is not available to the public.</p> <p>Emergency procedures are by public announcement from the Ferry Boat Captain and there is signage on the decks advising of proper use of life jackets and a lifesaving plan which shows location of Emergency muster</p> |

City of Toronto Multi-Year Accessibility Plan

2012 - 2016

| | | |
|---|---|--|
| | <i>public</i> | Station locations. Information about Ferry Services will be updated and posted on the Parks, Forestry and recreation website prior to the end of 2012. |
| <p>(38) Fares, Support Persons January 1, 2014</p> <p>COMPLIANT</p> | <ul style="list-style-type: none"> ▪ Upon request, provide the policies in an accessible format <p>Neither Conventional transportation service provider nor Specialized transportation service provider will charge a fare to a support person who is accompanying a person with a disability, where the support worker is needed</p> <p>It is the responsibility of a person with a disability to demonstrate to a transportation service provider their need for a support person to accompany them on the conventional or specialized transportation service and to ensure that the appropriate designation for a support person is in place.</p> | <p>Support person who is accompanying a person with a disability is not charged a fee to ride the ferry.</p> <p>Procedure already in place.</p> |
| <p>(44) General Responsibilities January 1, 2012</p> <p>IN PROGRESS</p> | <p>Conventional transportation service providers shall,</p> <p><i>(a) deploy lifting devices, ramps or portable bridge plates upon the request of a person with a disability</i></p> <p><i>(b) ensure that adequate time is provided to person with disabilities to safely board, be secured and deboard transportation vehicles with assistance, when requested</i></p> <p><i>(c) assist with safe and careful storage of mobility aids or mobility assistive devices used by persons with disabilities; and</i></p> <p><i>(d) allow a person with a disability to travel with a medical aid</i></p> <p>(2) Make information available in an accessible format</p> | <p>Accessible Ferry Boat ramps are already in place.</p> <p>People with disabilities have 1st priority boarding and deboarding, as appropriate. Assistance is provided, upon request.</p> <p>Storage of mobility aids is available upon request.</p> <p>Person with a disability is allowed to travel with a medical aid.</p> <p>Division website to be updated with required accessibility features information.</p> <p>To meet compliance by January 1, 2013.</p> |
| <p>Fares 46(1) by July 1, 2011 46(2) January 1, 2013</p> <p>IN PROGRESS</p> | <p>(1) A person with a disability cannot be charged a higher fare than a person without a disability, however a person with a disability can be charged a lesser fare.</p> <p>(2) If Specialized transit is not available, alternative fare payment options to persons with disabilities will be available, if they cannot because of their disability, use a fare payment option</p> | <p>A person with a disability is not charged a greater fee than a person without a disability.</p> <p>Online ticket purchase is being explored for future use.</p> <p>Improvements to signage and provision of information in accessible formats are underway and will be completed prior to the end of 2012.</p> |
| <p>(48) Storage of Mobility Aids, etc January 1, 2012</p> | <p>(1) Ensure that mobility aids and assistive devices are stored in passenger compartments within reach of the person with a disability</p> | <p>Safe storage of mobility devices is available upon request and at no charge.</p> <p>Communication strategy is underway and will</p> |

| | | |
|---|--|--|
| <p>IN PROGRESS</p> | <p>who uses the aid or device (2) If safe storage of mobility aid and assistive devices is not possible within the passenger compartment, ensure that mobility aids and assistive devices are stored in the baggage compartment of the vehicle on which the person with the disability is travelling (3) Ensure that operators of its transportation vehicles secure and return mobility aids and mobility assistive devices safely in order to not affect other passengers or damage the aid or device (4) No transit provider can charge a fee for the storage of a mobility aid or a mobility assistive device</p> | <p>be completed prior to the end of 2012.</p> |
| <p>(50) Service Disruptions July 1, 2013 IN PROGRESS</p> | <p>If a route or scheduled service is temporarily changed, and the change is known in advance transit services shall, <i>(a) make available alternate accessible arrangements to transfer people with disabilities to their route destination</i> <i>(b) communicate in a manner that takes into account the person's disability</i></p> | <p>Plans for alternate arrangements (for Toronto Island residents) in the event of a service disruption are under review. Future plans may include acquiring an accessible vehicle which conforms to City accessibility criteria in procurement.</p> <p>Alternate accessible arrangements would be available for visitors, should the need arise.</p> <p>Currently, a public address system is used at the time of ticket purchase.</p> <p>Accessible communication strategy is underway and will be completed prior to the end of 2012.</p> |
| <p>Duties of Municipalities and Taxi Cabs</p> | | |
| <p>(78) Duties of Municipalities, General January 1, 2013 IN PROGRESS</p> | <p>(1) Consult with its municipal accessibility advisory committee, the public and persons with disabilities in the development of accessible design criteria to be considered in the construction, renovation or replacement of bus stops and shelters (2) Identify planning for accessible bus stops and shelters, including any steps that will be taken to meet the goal of accessible bus stops and shelters, in its accessibility plan (3) When a municipality enters into arrangements with a person respecting the construction of bus stops and shelters in its jurisdiction, ensure that the person participates in the consultation and planning.</p> | <p>With respect to accessibility on TTC bus services:</p> <ul style="list-style-type: none"> • All surface bus routes are accessible • TTC staff work with city staff to identify priority bus stops which require new or additional platforms- to date, the number of stops identified for accessibility purposes is usually less than 10 and has been accommodated under existing city capital budgets • TTC staff have approximately 10,000 bus and streetcar stops; about 2100 bus stops within the City of Toronto |

City of Toronto Multi-Year Accessibility Plan 2012 - 2016

| | | |
|--|--|--|
| | | <p>are not able to be designated as accessible</p> <ul style="list-style-type: none"> • TTC's current standard for bus stop accessibility is 2.0m x 2.2m (width of platform x distance from curb face to back of sidewalk); the most common reason for a stop not being designated as accessible is due to the depth of platform/sidewalk space available being less than 2.2 metres • the AODA standard is 2.0m x 2.4m, which the TTC will treat as the new standard, where practical, in future upgrades • TTC staff will be cataloguing all 2100 bus stops to determine if conditions have changed, and to outline any necessary modifications – including potential order-of-magnitude capital costs - based on site conditions and application of standards (target completion- December 2012) • TTC staff to work with its Advisory Committee on Accessible Transit(ACAT) to attempt to better identify those bus stops which have the greater likelihood of being used by members of the disabled community to ensure that identified stops receive the highest priority in the development of a remediation plan • TTC and City staff will then meet to discuss the development of a phased, multi-year remediation plan • This further work by the TTC will include the development of more-explicit transit stop standards for locations with grade issues (making ramp deployment uneven) • TTC work with Street Furniture Management staff to review new transit shelter models*and review placement guidelines • TTC work with Street Furniture Management staff to ensure that newspaper vending boxes do not impede accessibility • TTC meet with Technical Services staff to identify opportunities to provide |
|--|--|--|

City of Toronto Multi-Year Accessibility Plan 2012 - 2016

| | | |
|--|--|---|
| | | <p>early comments on road/sidewalk reconstruction projects where existing accessibility can be enhanced at transit stops</p> <p>*All new transit shelters are designed to be fully accessible as per the terms of the Street Furniture contract with Astral Out of Home</p> <p>With respect to its streetcar services:</p> <ul style="list-style-type: none"> • New accessible streetcars are being purchased and scheduled for phased implementation from 2014 forward in compliance with AODA legislation • TTC staff are working with the city to add additional platforms or secondary curb cuts to accommodate ramps being deployed from the second set of doors (capital costs paid by TTC) |
| <p>(79) Accessible Taxicabs January 1, 2013</p> <p>IN PROGRESS</p> | <p>(1) Consult with its municipal accessibility advisory committee, the public and persons with disabilities to determine the proportion of on-demand accessible taxicabs required in the community.</p> <p>(2) Identify progress made toward meeting the need for on-demand accessible taxicabs, including any steps that will be taken to meet the need, in its accessibility plan.</p> | <p>The Municipal Licensing and Standards Division (MLS) is in the process of conducting a Taxi Industry Review and this will include consultation with owners/drivers and users of accessible taxicabs as well as consultations with various interest/advocacy groups to determine the proportion of on-demand accessible taxicabs required in the community. In addition, MLS staff is consulting with the city's Disability Issues Committee. As well, MLS staff are also extending consultations to non-accessible taxicab owners and operators to discuss options to increase the number of accessible vehicles. A report on the results of the review will be brought before City Council for action where required.</p> |
| <p>(80) Accessible Taxicabs January 1, 2011 s. 80(1)</p> <p>COMPLIANT</p> <p>January 1, 2012 s. 80(2)(3)</p> | <p>(1) Any municipality that licenses taxi cabs shall ensure that owners and operators of taxicabs are prohibited,</p> <p><i>(a) from charging a higher fare or an additional fee for persons with disabilities than for persons without disabilities for the same trip;</i></p> <p><i>(b) from charging a fee for the storage of mobility aids or mobility assistive devices</i></p> <p>(2) Ensure that owners and operators of</p> | <p>MLS introduced amendments to the Municipal code - Licensing Bylaw 545 which meets the above standards. See http://www.toronto.ca/legdocs/municode/1184_545.pdf http://www.toronto.ca/legdocs/municode/1184_545_1.pdf (Appendix C to Ch. 545 TARIFF A, TAXICAB RATES AND FARES)</p> |

2012 - 2016

City of Toronto Multi-Year Accessibility Plan

| | | |
|--------------------|---|--|
| IN PROGRESS | <p>taxicabs place vehicle registration and identification information on the rear bumper of the taxicab.</p> <p>(3) Ensure that owners and operators of taxicabs make available vehicle registration and identification information in an accessible format to persons with disabilities who are passengers</p> | <p style="text-align: center;">§ 545-150. Rates and fares.</p> <p>A. Subject to the provisions of Subsection E(3), (4) and (4.1) of this section, the rates or fares to be charged by the owners or drivers of taxicabs shall be exactly as shown in Appendix C, Tariff A, at the end of this chapter, and no greater or lesser amount shall be demanded or received, provided that owners or drivers may charge a lesser amount to passengers in need who are over m5 years of age or are persons with disabilities. [Amended 2003-04-16 by By-law No. 214-2003]</p> <p>B. When operating on a meter basis, the rate of fare charged shall be exactly as shown by the taximeter, together with any additional charges authorized by Appendix C, Tariff A, at the end of this chapter.</p> <p>C. No owner or driver shall publish or use a tariff or demand or receive rates and charges other than those authorized by this chapter, whether such rates and charges are determined by distance or by time.</p> <p>D. No owner or driver shall be entitled to recover or receive any fare or charge from any person or persons from whom he or she shall have demanded any fare or charge greater or less than those authorized by this chapter, or to whom he or she has refused to show his or her tariff card as provided in this chapter.</p> <p>Letters were sent to taxicab owners advising them of the required standard. All taxicabs will be inspected for the placement of vehicle registration and identification information on the rear bumper of the taxicab as well as the vehicles will be outfitted with an updated tariff card at the mandatory 2012 vehicle inspection.</p> <p>The current tariff sheet has the vehicle number posted in large font for those with minimal vision. Staff are consulting with other jurisdictions, and through the Taxi Industry Review to determine options available for passengers with full vision impairment.</p> |
|--------------------|---|--|