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Presentation of Key Findings:

Public Consultation to Inform Development of
the 2025 – 2029 MYAP

June 2024



Agenda

- 1 About the Research:
Objectives, Methodology, and Respondents
- 2 Disability-Related Barriers
- 3 Disability Accommodations
- 4 Access and Communication Preferences
- 5 Priorities & Recommendations
- 6 Questions and Comments

1. ABOUT THE RESEARCH

Objectives

The Strategic Counsel is pleased to present key findings from a public consultation to collect information that will help inform development of the 2025 – 2029 City of Toronto Multi-Year Accessibility Plan.

The survey was designed to seek **input on disability-related barriers** experienced when using City services, programs, facilities, public spaces, information and communications, and employment opportunities.

Areas of inquiry included:

- Disability-related **barriers** (physical or environmental; information, communication or technology-related; social or attitudinal; systemic)
- Disability **accommodations** (types of accommodation requests, provision of accommodations, satisfaction with accommodations)
- **Access** and **communication** preferences
- **Priorities** and **recommendations** with respect to improving accessibility in the City of Toronto

The survey asked about **City-provided** services, programs, facilities, public spaces, information and communications, and employment opportunities **only**.

The following were identified as outside the scope: Toronto Community Housing, Toronto Parking Authority, Toronto Police Services, Toronto Public Library, TTC, Wheel-Trans, and other City agencies, boards, or commissions.

In the survey, disability was described as:



Any physical, mental, developmental, cognitive, learning, communication, sight, hearing or functional limitation that, in interaction with a barrier, hinders a person's full and equal participation in society. A disability can be permanent, temporary or episodic, and visible or invisible.

Methodology

A total of **1,443** respondents completed the survey, which was available from April 2 – May 2, 2024.

Multiple methods were used to ensure inclusive and broad outreach in the City of Toronto among people with disabilities, support persons, and organizations that support people with disabilities:

- A link to the online survey was available on the City’s Public Engagement & Consultations page from April 2 -26. It was promoted by the City through social media and email communications to organizations that support people with disabilities.
- Fifteen people with disabilities staying in City-run shelters completed the survey on-site from April 24 – May 2.
- An online panel methodology was used to collect a sample of 800 Torontonians with disabilities or support persons.

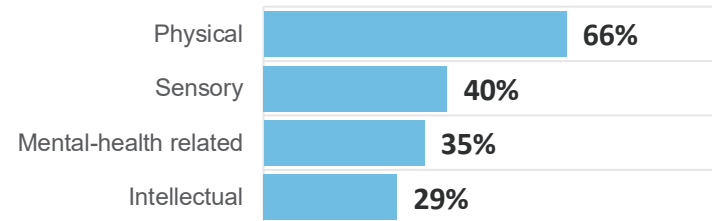


Most responses were collected online, with alternative formats available (paper-based, telephone, and/or interviewer-assisted).

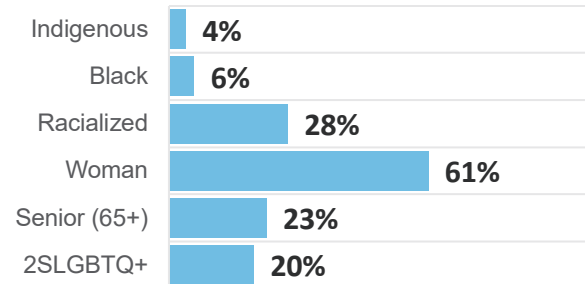
About the Respondents

PEOPLE WITH DISABILITIES (n=791):

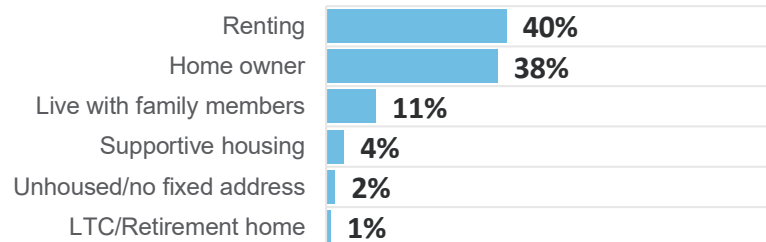
Category of Disability



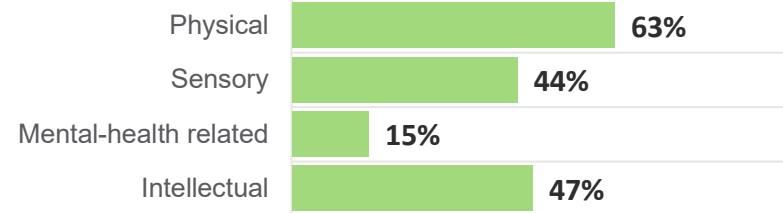
Intersectionality



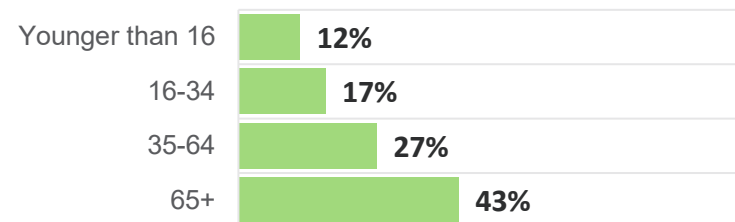
Housing Situation



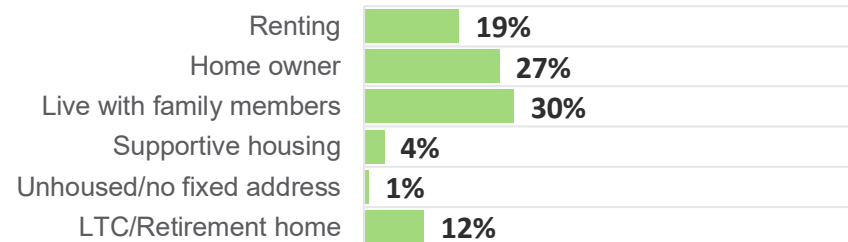
SUPPORT PERSONS (n=473):



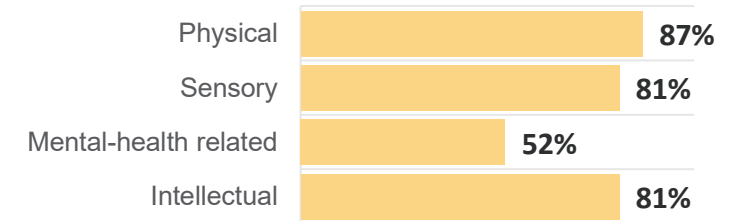
Age of Person Supported



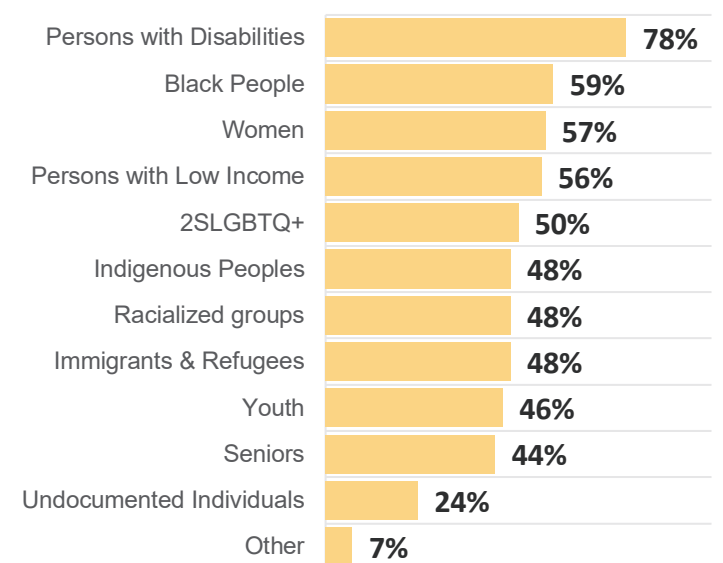
Housing Situation of Person Supported



ORGANIZATIONS (n=54):



Communities Supported



2. DISABILITY-RELATED BARRIERS

Physical or environmental barriers are most likely to limit access, but all forms are commonly reported.

	PEOPLE WITH DISABILITIES	SUPPORT PERSONS	ORGANIZATIONS
Physical or environmental barriers	66%	62%	70%
Social or attitudinal barriers	43%	41%	59%
Systemic barriers (example: policies)	41%	38%	56%
Information, communication, or technology-related barriers	34%	36%	54%

- People with disabilities who are Black or Indigenous are more likely than those who are White to indicate that **social/attitudinal, systemic, and ICT-related** barriers limit access.
- 2SLGBTQ+ people, trans/non-binary people, and women are more likely than heterosexual people and men to indicate that **social/attitudinal** barriers limit access.

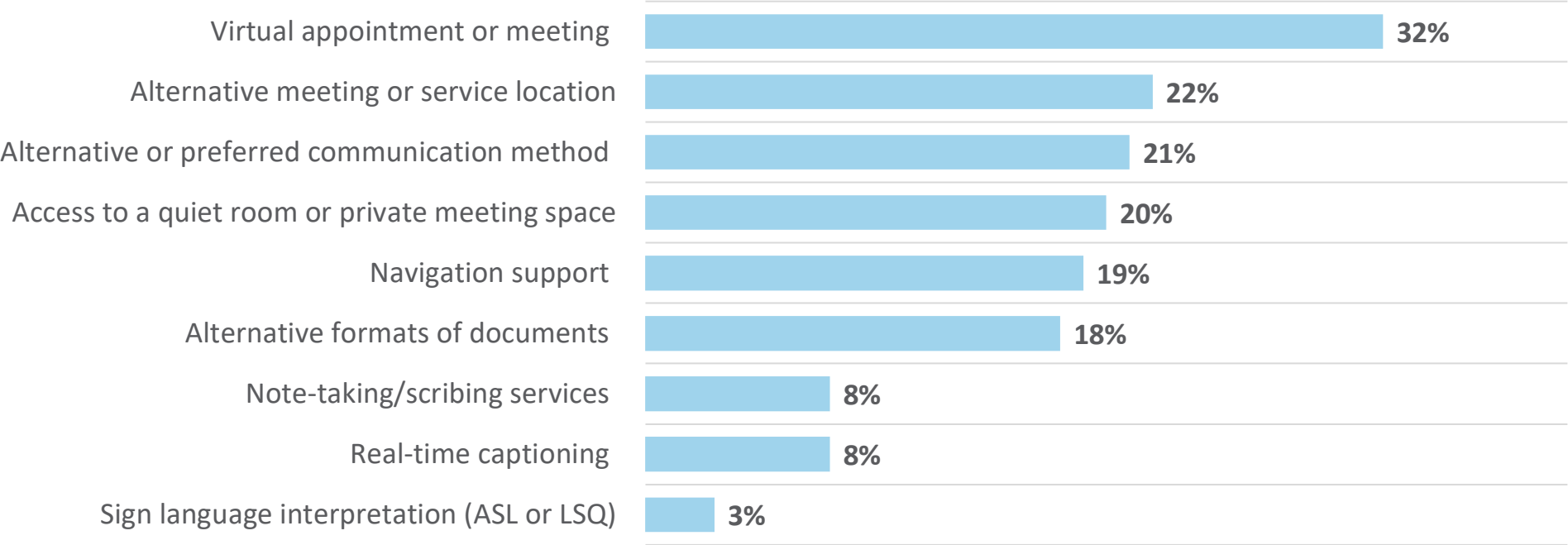
Q: (WORDING FOR PEOPLE WITH DISABILITIES, n=488/SUPPORT PERSONS, n=307) What types of disability-related barriers have limited (your/their) access to these City-provided services, programs, facilities, public spaces, information and communications, or job opportunities? Select all that apply.

Q: (WORDING FOR ORGANIZATIONS, n=54) What types of disability-related barriers generally limit access to services, programs, facilities, public spaces, information and communications, or job opportunities for the individuals and communities your organization supports? Select all that apply.

3. DISABILITY ACCOMMODATIONS

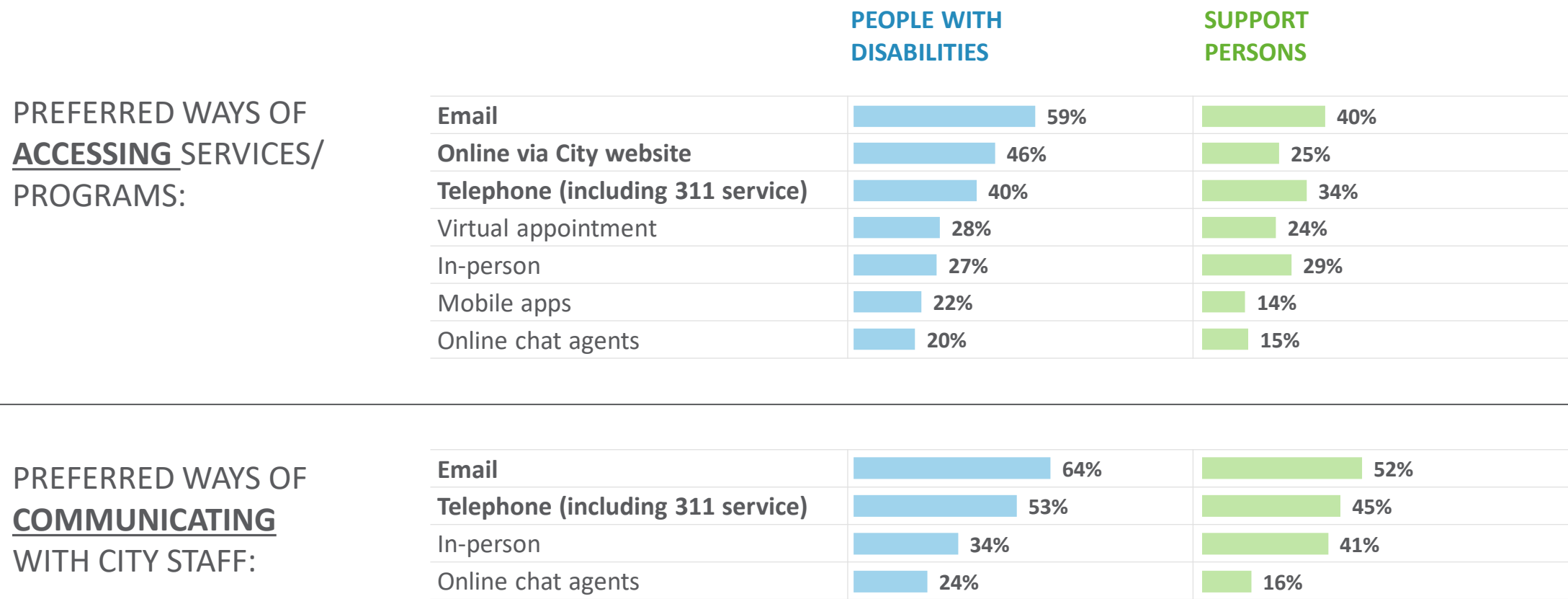
Virtual appointments or meetings are the most requested type of accommodation.

Types of accommodations requested by people with disabilities:



4. ACCESS AND COMMUNICATION PREFERENCES

Email, telephone and the City website are most preferred as ways to access services/programs or communicate with City staff.

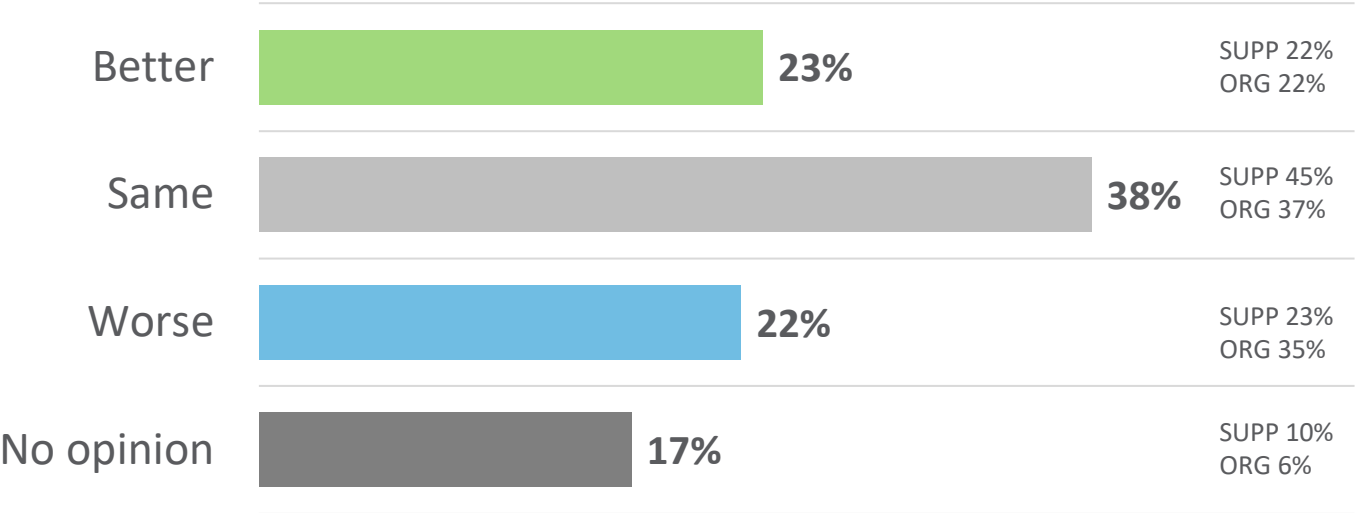


Q: (PEOPLE WITH DISABILITIES, n=784; SUPPORT PERSONS, n=473) In general, how (do you/does the person you support or yourself as their support person) prefer to access City-provided services and programs?
Q: (PEOPLE WITH DISABILITIES, n=784); SUPPORT PERSONS, n=473) In general, how (do you/they or you as their support person) prefer to communicate with City staff?

5. PRIORITIES AND RECOMMENDATIONS

All groups are most likely to say that accessibility is the same as 5 years ago. Those who say it has changed for better or worse are most likely to mention more or fewer barriers, options, programs, or staff.

PEOPLE WITH DISABILITIES



MAIN REASONS WHY 'BETTER'

- Fewer barriers/more accessible options/more programs/more work
- Increased awareness/sensitivity

MAIN REASONS WHY 'WORSE'

- Difficulties accessing spaces, programs, options/less availability
- Too few staff/harder to get help/attitudes

Q: Overall, do you think that the accessibility of City-provided services, programs, facilities, public spaces, information and communications, and employment opportunities is better, the same, or worse than it was 5 years ago?
Q: Why do you think that accessibility at the City is (BETTER/WORSE) that it was 5 years ago?

There is a high degree of consistency in the top priorities for all groups with respect to improving accessibility.

TOP AREAS THE CITY SHOULD PRIORITIZE:



- Accessible and affordable housing
- Streets and sidewalks
- Information on services and programs for people with disabilities
- More adaptive and inclusive recreation facilities and programs

Q: From the list below, please select up to 3 areas that you think the City should prioritize with respect to improving accessibility for people with disabilities.

PRIORITY AREAS FOR CONSIDERATION (22): Accessible and affordable housing; streets and sidewalks; information on services and programs; TPH clinics and services; City job opportunities; on-street accessible parking; providing effective accommodations; more adaptive and inclusive recreation facilities/programs; customer service; online services; in-person services; city-run shelters; city-run buildings and facilities; outdoor recreation areas; city-run festivals and events; availability of information for route and trip-planning

6. QUESTIONS AND COMMENTS

Questions



Are there any high impact barriers that TAAC members would like us to consider that are not already covered in the key findings?