

Toronto Accessibility Advisory Committee

100 Queen Street West

Toronto, ON M5H 2N2

April 25, 2025

Dear Toronto Accessibility Advisory Committee Members:

Re: Accessibility and snow clearing

Summary

The City of Toronto's inadequate and excruciatingly slow snow removal process following February's major snowfall had a disproportionate impact on people with disabilities and left our streets and sidewalks impassable for far too long.

For people with disabilities, this failure is not just an inconvenience—it is a barrier to mobility, independence, and safety. When sidewalks remain covered in snow and ice for days, wheelchair users, seniors with mobility challenges, and those who rely on assistive devices are effectively trapped in their homes. This issue extends beyond simple delays; it represents a serious failure to provide equitable access to public spaces.

Toronto has made commitments to accessibility and inclusivity, yet every winter, the city's inability to clear snow promptly forces many residents into isolation. It is unacceptable that in a major metropolitan city, basic accessibility needs are continuously overlooked. A more efficient, proactive, and accountable snow removal strategy that prioritizes accessibility for all residents is needed. This includes ensuring sidewalks and curb cuts are cleared promptly, holding contractors to higher performance standards, and increasing oversight on snow removal operations.

Recommendation

That the Toronto Accessibility Advisory Committee recommend the Executive Committee to:

1. Request the Manager of Transportation Services and the head of Transportation Road Operations and Maintenance, along with any other relevant departments, to present to the Toronto Accessibility Advisory Committee at its June 23, 2025

meeting, on what they plan to do about inadequate snow removal services and its impact to the disability community.

Sincerely,

Luke Anderson

Member, Toronto Accessibility Advisory Committee