

People & Equity Division

City of Toronto

Multi-Year Accessibility Plan

Annual Status Report
2022



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Introduction

Toronto is Canada's largest city and one of the most diverse cities around the world. We serve an ever-changing population, including more than 476,900 seniors¹ and 495,500 people with disabilities (1 in 5 people)². As such, the City of Toronto is committed to creating an accessible and inclusive City where all individuals can use City services, programs and facilities.

The City's [2020-2024 Multi-Year Accessibility Plan](#) (MYAP) outlines our goals and reaffirms our [commitment](#) to advancing an equitable and inclusive society. In addition to ensuring we continue to meet the City's legislative requirements, The MYAP strives to go beyond minimum compliance and promotes accessibility by design³.

This status report has been prepared by the City's Accessibility Unit, which provides support to City divisions in meeting legislative obligations under the [Accessibility for Ontarians with Disabilities Act \(AODA\)](#), and the [Integrated Accessibility Standards Regulation \(IASR\)](#). The Unit also provides accessibility-related policy and planning support for City services, facilities and programs.

The 2022 MYAP Status Report provides a snapshot of progress and actions taken from January 1st to December 31st, 2022 to implement the City's Multi-Year Accessibility Plan. Work highlighted in the appendices are not exhaustive, but have been included to illustrate a few examples of how the City improved accessibility, removed barriers and supported people with disabilities in 2022.

To request this report in an alternate format, please contact accessibility@toronto.ca or phone 416-338-2632.

¹ Statistic Canada – 2021 Census of Population Table 98-10-0021-0

² Statistic Canada - 2017 Canadian Survey on Disability, Catalogue Number 89-654-X

³ Accessibility by design is understood in this document as intentionally incorporating accessibility into all planning, programming and delivery of goods, services and facilities.

Executive Summary

Toronto City Council adopted the City's 2020-2024 Multi-Year Accessibility Plan (MYAP) in December 2019. The 5-year plan is organized around the AODA standards and was developed with advice from people with disabilities, staff, and the Toronto Accessibility Advisory Committee (TAAC).

Initiatives in the MYAP fall under one of two categories:

- **Category A:** Recurring initiatives that are intended to be completed annually or on a continual basis until the end of 2024, or
- **Category B:** Projects which have distinct completion dates and which may be in-progress, completed, or outstanding at the time of reporting.

The table below breaks the 63 MYAP initiatives into Categories A and B

MYAP Area of Focus	Total # of Initiatives	# of Category A Initiatives (Recurring)	# of Category B Initiatives (One-time Project)
General Accessibility	10	8	2
Training	6	6	0
Procurement	7	5	2
Information & Communication	10	7	3
Customer Service	7	3	4
Employment	8	6	2
Transportation	9	6	3
Built Environment & Public Spaces	6	5	1
Total	63	46	17

The City of Toronto has made significant progress in the first three years of our five-year plan.

At the end of 2022, 62 of the 63 (98%) MYAP initiatives were either completed or in progress as outlined in the table below.

MYAP Area of Focus	# of Initiatives	Category A Initiatives: Completed	Category B Initiatives: Completed	Category B Initiatives: In-progress	Category B Initiatives: Outstanding
General Accessibility	10	8	-	2	-
Training	6	6	-	-	-
Procurement	7	5	2	-	-
Information & Communication	10	7	2	1	-
Customer Service	7	3	1	2	1
Employment	8	6	1	1	-
Transportation	9	6	3	-	-
Built Environment & Public Spaces	6	5	1	-	-
Total	63	46	10	6	1

1) General Accessibility

The City has developed a strong policy framework that includes:

- The City's [Statement of Commitment to Creating an Accessible City](#), adopted by City Council in August 2009,
- The [City of Toronto Corporate Accessibility Policy](#), adopted by City Council in June 2018 and,
- The City's [2020-2024 Multi-Year Accessibility Plan](#) (MYAP), adopted by City Council in December 2029.

In addition to implementing these fundamental requirements set out in the AODA/IASR, the City's MYAP lays out an additional 10 general accessibility initiatives which focus on strengthening overall governance within the policy framework, embedding equity into City work, and delivering accessible and inclusive public engagement opportunities.

By the end of 2022, all general accessibility initiatives were either completed or in-progress. Examples of work completed under these initiatives are highlighted in [Appendix A](#).

Status of General Accessibility Initiatives

Completed

- Initiative #3. Develop, maintain and monitor accessibility guidelines and tools to support implementation and AODA compliance assurance.
- Initiative #4. Provide status updates on the City's MYAP to the Toronto Accessibility Advisory Committee on an annual basis and ensure updates are posted on the City's website.
- Initiative #5. Promote accessibility awareness within the organization and the communities we serve through education and awareness campaigns.
- Initiative #6. Host employee meetings and public events in facilities and public spaces that are accessible.
- Initiative #7. Engage and consult with the Toronto Accessibility Advisory Committee and disability communities in Toronto to advance accessibility.
- Initiative #8. Engage and seek advice from City Divisional Program Advisory Bodies (PABs) on advancing accessibility and inclusion, such as:
 - The Accessibility Advisory Panel for Transportation Services

- The Parks, Forestry and Recreation Community Disability Steering Committee
- The Elections Accessibility Outreach Network
- The Equity and Inclusion Advisory Group.

Initiative #9. Embed accessibility into the Toronto Seniors Strategy as work proceeds on accessible and age-friendly commitments and recommendations.

Initiative #10. Embed and train staff on the use of the Equity Lens Tool to consider equity impacts of all new planning, projects, policies and initiatives.

In-progress

Initiative #1. Establish a corporate Accessibility Governance structure and Accountability Framework to oversee the implementation of the multi-year plan (MYAP).

Initiative #2. Develop relevant divisional implementation plans which will include detailed deliverables and timelines.

2) Training

Under the IASR, the City is required to ensure all of its employees, volunteers, and those who participate in developing City policies, or who provide goods and services on behalf of the City of Toronto receive [training on accessible customer service](#).

The City has committed to going beyond these minimum training requirements through six MYAP training initiatives. The initiatives support the development of knowledge and skills across the organization to help ensure the delivery of equitable programs and services to people with disabilities.

All six training initiatives were met in 2022. Examples of work completed under these initiatives are highlighted in [Appendix B](#).

Status of Training Initiatives

Completed

Initiative #11. Ensure all employees and volunteers continue to complete mandatory AODA and accessibility training appropriate to the person's role as soon as possible.

Initiative #12. Enhance leadership knowledge and skills to ensure compliance with City policies, Human Rights legislation, AODA and related legislation.

Initiative #13. Record and track employee learning and development activities specifically related to AODA and accessibility requirements.

- Initiative #14. Ensure that all training, activities, course materials and learning approaches are developed and delivered in accessible formats.
- Initiative #15. Develop the Toronto for All education program to help City employees understand human rights obligations, unconscious bias, and power and privilege to promote equitable outcomes for people with disabilities.
- Initiative #16. Apply an equity and accessibility analysis to all organizational learning and development activities.

3) Procurement

Under the IASR, the City must incorporate accessibility design, criteria and features when procuring or acquiring goods, services or facilities, except where it is not practicable to do so. To meet these requirements, the City's Purchasing & Materials Management Division and the Accessibility Unit have developed, and continue to promote, several accessibility resources and guides for City staff. In addition, the City's Purchase Goods and Service System continually promotes AODA-related procurement instructions.

Under the City's [Purchasing Policies](#), vendors are required to complete AODA and accessible customer service training, and to provide a [declaration of compliance with Anti-Discrimination Legislation](#) stating they uphold obligations under provincial and federal legislation, such as the Ontario Human Rights Code, the AODA, the Occupational Health and Safety Act, the Employment Standards Act, and the Charter of Rights and Freedoms.

To further strengthen our procurement processes, the MYAP includes seven initiatives to help ensure accessibility criteria continue to be an integral component of all procurement activities. By the end of 2022, all procurement initiatives were met. Examples of work completed under these initiatives are highlighted in [Appendix C](#).

Status of Procurement Initiatives

Completed

- Initiative #17. Ensure accessibility criteria are key requirements of the procurement process when acquiring or purchasing goods, services and/or facilities.
- Initiative #18. Provide tools and resources to assist City employees in meeting accessibility obligations in procurement, such as training, templates, sample language, and guidelines that embed accessibility considerations at all stages of procurement.

- Initiative #19. Review and update resources and tools for accessible procurement to ensure that current best practices and technologies are considered.
- Initiative #20. Ensure an accessibility analysis of all projects and purchases before funding is requested.
- Initiative #21. Include provisions for vendor accessible customer service training requirements and a declaration of compliance with Anti-Harassment / Discrimination Legislation and City policy for all City procurement contracts.
- Initiative #22. Work with vendors and community partners to meet or exceed accessibility requirements.
- Initiative #23. Apply the City's Social Procurement Policy and practices.

4) Information and Communications

The Information and Communications Standards under the IASR requires the City to communicate and provide information in ways that are accessible to people with disabilities. This includes ensuring that our website, applications and web content comply with specific Web Content Accessibility Guidelines (WCAG).

In 2022, the City's Technology Services Division continued to have a dedicated digital accessibility team which worked with partners across the organization to ensure the City's website, web content and applications met or exceeded AODA standards. As part of their work, the Technology Services Division provides guidelines and training resources to web developers and content creators to ensure that they adhere to the City's Digital Accessibility Standard.

To build on this work, the City's Multi-year Accessibility Plan outlines ten initiatives to improve accessibility of our information and communications. By the end of 2022, all initiatives were completed or in-progress. Examples of work completed under these initiatives are highlighted in [Appendix D](#).

Status of Information & Communication Initiatives

Completed

- Initiative #24. Notify the public about the availability of accessible formats and communication supports.
- Initiative #25. Ensure that any process for receiving and responding to feedback is accessible by providing or arranging for accessible formats and communication supports.
- Initiative #26. Ensure that City employees understand the accommodation request process, including the requirement to arrange for accessible formats and communication supports, and the requirement to consult with the person making the request to determine suitable accessible formats or communication support.
- Initiative #28. Develop and implement accessible information, communication and technology guidelines and standards to ensure the City is providing clear, accessible, appropriate and timely information and communication.
- Initiative #29. Conduct annual reviews of the City of Toronto Digital Accessibility Principles and Guidelines and update to reflect current best practices in digital accessibility.
- Initiative #30. Ensure that the City's websites (including web content) and web applications incorporate the foundations of the City of Toronto Digital Accessibility Standard.

- Initiative #31. Regularly review compliance and usability best practices in order to identify ways to improve accessibility in information, communications and technology based on broader accessibility sector advancements and legislated requirements.
- Initiative #32. Develop and implement a process to review and assess requests for exceptions based on practicability and risk management as part of the City of Toronto Digital Accessibility Standard.
- Initiative #33. Evaluate and remediate City website content and ensure that it meets or exceeds accessibility compliance requirements by providing the appropriate frameworks, tools, guidelines and training for use by all City Divisions.

In-progress

- Initiative #27. Research and develop a streamlined process for City employees to access American Sign Language (ASL), Communication Access Real-Time Translation (CART) and other accessibility services and supports to provide equitable access to City employees, residents and visitors with disabilities.

5) Customer Service

The City of Toronto is committed to customer service excellence. The IASR requires the City to provide accessible services for people with disabilities and to have policies and procedures in place to support accessible customer service. The [City's Accessibility Policy](#) lays the foundation for accessible customer service at the City. In addition, all divisions maintain specific customer service standards and may have unique service standards and guides. For example, the Parks, Forestry and Recreation Division maintains an additional [Accessible Customer Service Guide](#).

The public may seek information on City services or provide feedback to the City via 311 at any time. For accessibility-related feedback, residents can complete the City's [Create a Service Request – City of Toronto](#). Accessible formats and communication supports are also available upon request.

The City's MYAP includes seven initiatives to support accessible customer service at the City. By the end of 2022, four initiatives were completed, two initiatives were in progress and one initiative remained outstanding. Examples of work completed under these initiatives are highlighted in [Appendix E](#).

Status of Customer Service Initiatives

Completed

- Initiative #34. Embed and strengthen the focus on accessibility within the Customer Service Centre of Excellence.
- Initiative #36. Work with the Elections Accessibility Outreach Network to improve the accessibility of election services through the identification, removal and prevention of barriers that affect electors and candidates with disabilities.
- Initiative #37. Develop a comprehensive Accessibility Plan for municipal elections based on learnings from Election Accessibility Reports and consultation with the Elections Accessibility Outreach Network.
- Initiative #38. Evaluate City programs and services to ensure inclusion and equitable participation of employees, residents and visitors with disabilities in City-operated programs.

In-progress

- Initiative #39. Embed an equity analysis within customer service processes at the City through the Fair Outcomes project.
- Initiative #40. Formalize and implement accessible public consultation requirements to ensure all consultation activities are accessible and inclusive.

Outstanding

- Initiative #35. Review the "Guide to Good Practice" accessible customer service guidelines and update to reflect the highest standards in accessible customer service.

6) Employment

The Employment Standards under the IASR require that the City support the recruitment and accommodation of employees with disabilities. The City has developed several [employment policies](#) to support equity in our employment practices including:

- [Corporate Accessibility Policy](#),
- [Accommodation Policy](#),
- [Employment Equity Policy](#),
- [Human Rights Anti-Harassment/Discrimination Policy](#).

These policies work together to support barrier-free employment including recruitment, employment, career progression and performance management.

The City of Toronto is committed to fostering a positive workforce and promoting diversity at all levels within the organization to reflect the residents we serve. Job applicants can request accommodation related to protected grounds of the Human

Rights Code at any stage of the City's hiring process, i.e. application, interview and placement.

In addition to our policy framework, the City's MYAP includes eight initiatives to support equitable employment processes at the City. By the end of 2022, all initiatives were completed or in-progress. Examples of work completed under these initiatives are highlighted in [Appendix F](#).

Status of Employment Initiatives

Completed

- Initiative #42. Develop a targeted outreach strategy for recruiting people with disabilities and ensuring an application process that is barrier-free. This will include increased partnership and outreach with organizations and agencies that support the development and employment of people with disabilities.
- Initiative #43. Embed an equity analysis into all recruitment processes to remove any unintended accessibility barriers.
- Initiative #44. Review people service policies and procedures to identify, prevent and remove barriers to employment and development opportunities. This review will also serve to ensure ongoing compliance with legislation.
- Initiative #45. Prepare individualized accommodation and emergency response plans for City employees with disabilities.
- Initiative #46. Foster a culture of employee engagement and inclusion through analysis of the Employee Engagement Survey and the development of action plans in partnership with Communities of Inclusion, including the Employee Disability Network.
- Initiative #47. Conduct an employment equity survey (Count Yourself In: Workforce Survey) to inform workforce planning priorities through data-informed decision making.
- Initiative #48. Support the Employee Disability Network (EDN) to promote professional development opportunities for employees with disabilities.

In-progress

- Initiative #41. Develop and implement an employment strategy for equity-seeking groups, including people with disabilities.

7) Transportation

The Transportation Standards under the IASR outline requirements to prevent and remove barriers to public transportation. The Toronto Transit Commission (TTC) manages conventional and specialized transportation services, and maintains their own policies and plans.⁴ The City of Toronto MYAP initiatives are applicable to the Toronto Island Ferry, the design of bus stops and shelters, and licensing of vehicles-for-hire (taxicabs and private transportation companies).

As part of its commitment to accessibility, the City has developed MYAP initiatives related to sidewalk and roadway accessibility and usability, beyond what is required under the IASR. For instance, the City developed the [Complete Streets Guidelines](#) which addresses both the Transportation Standards and the Design of Public Spaces Standards. The transportation initiatives build on many of the City's existing policies and guidelines and draws on previous successful streetscape projects.

The City's MYAP includes nine initiatives to support safe and accessible transportation as well as pedestrian mobility within the City. By the end of 2022, all initiatives were completed. Examples of work completed under these initiatives are highlighted in [Appendix G](#).

Status of Transportation Initiatives

Completed

- Initiative #49. Implement a Vehicle-for Hire Accessibility Fund Program to help offset the higher cost of providing wheelchair accessible service, funded through a regulatory charge on members of the industry that do not provide this service.
- Initiative #50. Integrate accessibility considerations in the application of Toronto On-Street Bikeway Design Guide by consulting with the Toronto Accessibility Advisory Committee and the public, and by incorporating best practices.
- Initiative #51. Research and incorporate methods to improve accessibility on the City's streets and sidewalks.
- Initiative #52. Prepare the City of Toronto for automated vehicles, ensuring accessibility considerations are incorporated in the earliest planning stages. This includes consultation with Toronto Accessibility Advisory Committee to ensure an accessibility analysis is applied to future policies and plans.

⁴ The Toronto Transit Commission maintains an independent multi-year plan and reports directly to the Province of Ontario on AODA compliance. Visit the [TTC's Accessibility webpage](#) for details.

- Initiative #53. Include accessibility considerations and implications in the City's Vision Zero Road Safety Plan by consulting with the community and the Toronto Accessibility Advisory Committee.
- Initiative #54. Ensure public transportation equipment purchased, including Toronto Island ferries, will meet or exceed all provincial and federal legislated requirements for accessibility.
- Initiative #55. Conduct a review of snow clearing policies, practices and procedures using an accessibility and equity analysis and develop a strategy to reduce barriers that significantly limit the mobility of people with disabilities.
- Initiative #56. Fulfill requests for [Accessible Pedestrian Signals \(APS\)](#), and install APS with all new traffic signals and replacements of existing traffic signals.
- Initiative #57. Install Tactile Walking Surface Indicators (TWSI) at all corners during state of good repair road rehabilitation projects.

8) Built Environment & Design of Public Spaces

The City of Toronto recognizes that built environment barriers can prevent people with disabilities from freely and independently participating in our society. The Design of Public Spaces Standards under the IASR require that newly-constructed or redeveloped public spaces are accessible. We strive to proactively increase the accessibility of our facilities, public spaces and workspaces by going above minimum standards where possible. This is achieved through the use of accessibility design guidelines such as the [Toronto Accessibility Design Guidelines \(TADG\)](#) and the [Complete Streets Guidelines](#) which are mandatory for City projects.

Based on the principles of respect, dignity and inclusion, the TADG is a key component of the City's Multi-year Accessibility Plan and [Corporate Accessibility Policy](#). TADG is aligned with the [City's Statement of Commitment to Creating an Accessible City](#) and the [City's Official Plan](#), which states that "a key city-building principle is that public buildings, parks and open spaces should be open and accessible to all members of the public."

The City's MYAP includes six initiatives to help support access into and around City facilities and public spaces. By the end of 2022, all initiatives were met. Examples of work completed under these initiatives are highlighted in [Appendix H](#).

Status of Built Environment & Public Spaces Initiatives

Completed

- Initiative #58. Maintain and update the Toronto Accessibility Design Guidelines.
- Initiative #59. Prioritize and retrofit existing built environment barriers at facilities under its management to comply with the Toronto Accessibility Design Guidelines (TADG).
- Initiative #60. Implement accessibility improvements as part of State of Good Repair AODA Capital programs.
- Initiative #61. Ensure accessibility considerations are incorporated into Shelter Design and Technical Guidelines through best practice research and in consultation with people with disabilities and the Toronto Accessibility Advisory Committee.
- Initiative #62. Maintain accessible elements in public spaces through monitoring and regularly planned preventative maintenance of accessible elements.
- Initiative #63. Respond to temporary disruptions when accessible elements in public spaces are not in working order by notifying the public and prioritizing remediation.

Conclusion

The City of Toronto is committed to providing an accessible environment in which people with disabilities can access City services, programs, facilities and public spaces with dignity and independence. As we work towards these goals, we will continue to meet our obligations under the Accessibility for Ontarians with Disabilities Act (AODA) and look for ways to advance accessibility. Our Multi-Year Accessibility Plan (MYAP) is the City's five-year playbook to guide us as we move beyond minimum compliance to a culture which embraces accessibility by design. We are making significant progress in delivering on our commitments. Only one initiative remains outstanding. All others are either complete or in progress.

The City of Toronto Multi-Year Accessibility Plan was adopted by City Council in 2019 before going into effect in January 2020. In 2022, the COVID-19 global pandemic continued to impact City operations and services. In many instances the way we do things have permanently changed. Throughout the pandemic many inequities faced by the disability community have been exacerbated including unemployment, food insecurity, housing instability, and lack of medical supports including those associated with mental health.

The City of Toronto is dedicated to advancing an equitable and inclusive society and will continue to examine and address new and existing barriers using efficient and innovative approaches so that efforts can be adapted where needed to support our residents, visitors, volunteers, and employees.

Status reports on the City's MYAP will continue to be posted annually.

A new Accessibility Plan will be developed for the period of 2025-2029. Information about how to get involved will be made available on our website once the project is underway.

For inquiries about this plan or to request an alternate format, please contact

accessibility@toronto.ca or phone us at 416-338-2632.

Appendix A: General Accessibility Highlights

1) Toronto Accessibility Advisory Committee (TAAC)

The City's [Accessibility Advisory Committee](#) provides advice to City Council on the elimination of barriers faced by people with disabilities in public life including City programs, services and facilities. The majority of members on the committee are persons with lived experience of disability.

In 2022, TAAC continued to provide a critical lens into various City programs and services. Key consultations in 2022 included:

- Enforcing the Prohibition of E-Scooters in the Public Realm,
- Single-Use Plastics and Takeaway Items Reduction Strategy,
- January 2022 Major Snow Event Post- Operational Consultation,
- Automated Micro-Utility Devices,
- Toronto Poverty Reduction Strategy,
- Equity Lens Tool,
- 2022 Election Accessibility Plan,
- Ontario Disability Related Data and COVID-19,
- Our Plan Toronto – Jurisdictional Review and Draft Official Plan Vision Statement and Principles,
- Accessibility in Construction Zones,
- Storefront Entry Ramps on the Public Right of Way.

In 2022, TAAC meetings were held virtually. The City continued to provide up-to-date information on [How to Participate in Virtual City Events](#) including updated instructions for those who use screen reader technology. A new training video on the [Accessibility Features](#) within the City's virtual conferencing software was also posted publicly. All meetings are accessible with live captioning. Closed captioned recordings are also made available following the meetings for viewing on the City's YouTube channel.

To learn more see, [TAAC Meeting Agenda, recordings and minutes.](#)

This work supports MYAP initiatives:

Initiative #7. Continue to engage and consult with the Toronto Accessibility Advisory Committee and disability communities in Toronto to advance accessibility.

Initiative # 25. Continue to ensure that any process for receiving and responding to feedback is accessible by providing or arranging for accessible formats and communication supports.

Initiative #38. Continue to evaluate City programs and services to ensure inclusion and equitable participation of employees, residents and visitors with disabilities in City-operated programs.

2) Program Advisory Bodies

Public engagement is one way the City builds relationships and invites participation in governance and decision-making. The City engages citizens through several channels including specific Program Advisory Bodies that help advance accessibility in City programs and services. Examples of active Program Advisory Bodies in 2022 include:

2.1 Toronto Public Health - Accessibility Task Force on COVID-19 Vaccines

Toronto's [Accessibility Task Force](#) (ATF) on COVID-19 Vaccines was established in 2021 to seek advice from people with disabilities on enhanced support and access to the COVID-19 vaccine. The ATF was created as part of the City of Toronto's COVID-19 Immunization Task Force (ITF) outreach efforts and TO Supports: Targeted Equity Action Plan, and is a collaboration between the City and community partners.

The Accessibility Task Force continued to meet regularly in 2022. The task force made several recommendations to effectively address issues of accessibility and reduce barriers. Toronto Public Health incorporates best practices and feedback from the ATF into additional Toronto Public Health programs. For example, the Monkeypox response leveraged the accommodation process developed through the COVID-19 response and in close collaboration and partnership with the disability community.

2.2 Shelter Support and Housing Administration - Harm Reduction Advisory Group

The Shelter Support and Housing Administration (SSHA) - Harm Reduction Advisory Group was established in August 2022. The goal of the advisory group is to involve people with lived experience of substance use and homelessness in the implementation of SSHA's Harm Reduction Directive. Advisory group members advise the Working Group on harm reduction shelter policies, training, programming and services. [The Toronto Shelter Network](#) was instrumental in recruiting members for the Advisory Group from the shelter sector. The Advisory Group is reflective of Toronto's diverse population with the 2022 composition consisting of women, youth, Indigenous, Black and including members with disabilities. Meetings took place as frequently as every two weeks.

Members were financially compensated for their time and participation. The advisory group members have been consulted on other projects at the City as well, including [The Toronto Drug Strategy](#) and [The Health Services Framework](#). The group members have made a tremendous impact by providing their first-hand knowledge and experience.

For more information, see: [Integrated Prevention & Harm Reduction Initiative \(iPHARE\) – City of Toronto](#)

2.3 Parks, Forestry and Recreation - Community Disability

Steering Committee

Parks, Forestry and Recreation (PFR) Division regularly receives advice from the Community Disability Steering Committee. In 2022, the Committee continued to meet virtually to review, assess and advise on how the Division provides programs, services and facilities to individuals with disabilities. The Committee is co-chaired by a community member and a PFR staff. Members of the committee have a range of lived disability experience. As an advisory body the Committee provided key feedback on improving accessibility for divisional initiatives and projects. For example, the Committee was consulted in November 2022 on the new Centennial Park Playground and Water Play area. A focus was on accessibility and maneuverability in the park and playground, including wheelchair access, user mobility, washroom accessibility, and trail access

2.4 City Clerk's Office - Elections Accessibility Outreach

Network

In 2022, the City Clerk's Office updated [Election Accessibility Plan](#) and continued to host the Elections Accessibility Outreach Network (AON) to plan barrier-free elections for the City, including the 2022 municipal election.

Information on accessible voting options for people with disabilities was posted to the City of Toronto [Elections webpage](#). All voting locations were inspected in advance to identify potential barriers and confirm accessible elements. Accessible Voter Assist Terminals were available. These terminals enable voters with disabilities to mark their ballot privately and independently. A dedicated contact centre and email address was established for anyone who encountered an accessibility issue related to elections.

Accessibility Officers and Customer Service Officers were available at all voting sites. Training materials used in the 2022 municipal election address the AODA, the Municipal Elections Act, The Ontario Human Rights Code and the Ontario Blind Person's Rights Act. Training materials also included accessible customer service, tips for serving people with disabilities and accessible options for voters who require assistance.

Toronto Elections continues to host the Elections Accessibility Outreach Network to help plan for barrier-free elections. Toronto Elections met with the Accessibility Outreach Network four times leading up to the 2022 municipal election.

2.5 Housing Secretariat - Accessible Housing Working Group and the Tenant Advisory Committee

In 2022, the City's Housing Secretariat met seven times with the Accessible Housing Working Group. The groups mandate is to explore the options and feasibility to increase the percentage of accessible units to be delivered through the City's [Housing Now](#) Action Plan. Housing Now is an initiative to convert City-owned sites to affordable housing. The Accessible Housing Working Group was formed in 2021 and is composed of disability-serving organizations, City staff, and the development industry. Their focus is to advise on the accessibility of Housing Now projects and other accessible housing related matters.

[The Tenant Advisory Committee](#) (TAC) was established in March 2021, as directed by the Planning and Housing Committee of City Council. In 2022, TAC worked with City staff to develop work plans to advance the protection of affordable rental housing and tenancies in Toronto. TAC also provides advice and feedback on policy and program development aimed at preserving affordable, accessible housing in Toronto.

For more information on accessible housing initiatives in 2022, see [Affordable Housing](#).

This work supports MYAP initiatives:

- Initiative #7. Continue to engage and seek advice from City Divisional Program Advisory Bodies (PABs) on advancing accessibility and inclusion.
- Initiative #36. Continue to work with the Elections Accessibility Outreach Network to improve accessibility of election services through the identification, removal and prevention of barriers that affect electors and candidates with disabilities.
- Initiative #37. Develop a comprehensive Accessibility Plan for municipal elections based on learnings from [Election Accessibility Reports](#) and consultation with the Elections Accessibility Outreach Network.
- Initiative #38. Continue to evaluate City programs and services to ensure inclusion and equitable participation of employees, residents and visitors with disabilities in City-operated programs.

3) StreetARToronto (StART)

StreetARToronto (StART) is an initiative of the City's Transportation Services Division and includes a suite of innovative city-building programs intentionally designed to showcase, celebrate and support street, mural and graffiti artists and art throughout Toronto. StART programs and projects are rooted in values that demonstrate the

positive and powerful impacts of diversity, representation and inclusion, celebrate active transportation like cycling and walking, and make our streets more vibrant, safe and inclusive. Below are some examples of disability or accessibility-related murals created as part of the StART initiative.

For more information see, [StreetARToronto – City of Toronto](#).

3.1 Yonge Street Accessible Mural "Toronto Island Sunset"

On November 20, 2022, the CNIB Foundation unveiled the "Toronto Island Sunset" mural near Yonge Street and St Clair Avenue, nearby the CNIB Community Hub. This mural was created by artist Leyland Adams highlighting Canadian artists and musicians of colour. The mural is designed to be accessible and features high-contrast imagery, textured imagery, and QR codes with audio descriptions. Sighted visitors are also invited to experience the mural through touch and audio description.

For more information and an interview with the artist, see: [The Power of Place: Artists as City Builders - Spacing Toronto](#).

3.2 Terry Fox Mural

In 2022, the City partnered with the University of Toronto and The Legacy Art Project to create a mural commemorating Canadian legend Terry Fox: [U of T, City of Toronto and family members celebrate Terry Fox mural \(utoronto.ca\)](#)

The collaborative design concept by Toronto artists Alexander Bacon and Que Rock was selected following a competitive process that included input from the public. The large-scale, community-engaged landmark mural commemorates Fox and supports the legacy of his "Marathon of Hope." The mural overlooks University Avenue, part of the route Fox followed into downtown Toronto on July 11, 1980 before making his way to Nathan Phillips Square, where he was met by thousands of people cheering him on.

The mural was inspired by Fox's courage, message of hope and continuing legacy. It features Fox smiling and waving at spectators, while standing in a heroic pose. A ribbon running through the painting acknowledges cancer research with the mural's colours symbolizing the many types of cancer researched by the Terry Fox Foundation. An image of a bison recognizes and celebrates Fox's Metis heritage, including characteristics of strength, courage and resilience. An iris flower and the word "hope" running vertically through the design highlight Fox's most prominent message for the marathon. In 1980, with one leg amputated due to cancer, Fox embarked on an east-to-west cross-Canada run to raise funds for cancer research and awareness. His efforts resulted in a lasting, worldwide legacy.

This work supports MYAP outcomes:

Outcome #1. An organization which fosters a culture of equity and inclusion, that values and includes employees, residents and visitors with disabilities.

Initiative # 5. Promote accessibility awareness within the organization as well as all the communities we serve through education and awareness campaigns.

Appendix B: Training Highlights

1) New Accessible PowerPoint Training

In 2022, a new course "Essentials in Creating Accessible Documents: PowerPoint" was developed for City staff. This virtual instructor led-training provides participants with knowledge and skills required to create M365 PowerPoint documents and to make them more accessible to people with disabilities. This course complements the City's popular course: "Essentials in Creating Accessible Documents" and is another step the City is taking to ensure accessible information and communication. PowerPoint documents are used frequently by City staff to share and communicate information. Upon completion of this course, learners will be able to identify features that make up an accessible document, create an accessible document using PowerPoint, and run accessibility checker and remediate errors.

This work supports MYAP initiatives:

Initiative #12. Enhance leadership knowledge and skills to ensure compliance with City Policies, Human Rights legislation, AODA and other related legislation.

Initiative #14. Ensure that all training, activities, course materials and learning approaches are developed and delivered in accessible formats.

Initiative # 16. Apply an equity and accessibility analysis to all organizational learning and development activities.

2) Training for Vehicles-for-Hire Drivers

In April 2022, the City approved its first accredited driver training provider as part of the mandatory training program for vehicles-for hire drivers (Uber, Lyft etc.). Since then, additional providers have been accredited. The new training includes in-class, virtual and in-car components. The training focuses on improving awareness about racism and discrimination, including accessibility and applicable legal requirements. In addition, the training covers how to transport passengers in a safe manner while driving in an urban setting and raises awareness of the City's [Vision Zero Road Safety Plan](#).

City Council directed that applicants for new vehicle-for-hire drivers' licenses must demonstrate completion of the driver training course and will be required to submit the certificate of completion as part of their license application. This driver training helps prevent accessibility barriers for people with disabilities when using vehicles-for-hire.

For more information, [Vehicle-for-Hire Bylaw Updates – City of Toronto](#)

This work supports MYAP initiatives and outcomes:

Initiative #16. Apply an equity and accessibility analysis to all organizational learning and development activities.

Outcome #18. Access to a range of accessible transportation services in Toronto to meet the needs of all residents and visitors.

3) Leading and Learning with Pride

In June 2022, as part of Seniors and Pride Month in Toronto, the City of Toronto released a, [Leading & Learning with Pride: A Revitalized Tool Kit on Supporting 2SLGBTQI+ Seniors \(toronto.ca\)](#). The revitalized Tool Kit, equips staff and organizations with the knowledge and tools necessary to provide respectful, inclusive and affirming care to 2SLGBTQI+ seniors, including those with disabilities.

In recognition of 2SLGBTQI+ seniors who have experienced decades of discrimination and face specific challenges as they age, the City's Seniors Services and Long-Term Care (SSLTC) division has collaborated with community members, service providers, advocates and allies to revitalize the training Tool Kit for long-term care staff and service providers throughout the continuum of senior supports.

The Tool Kit aims to advance Recommendation 22 of the [Toronto Seniors Strategy – City of Toronto](#), which directs City staff to educate and build awareness against homophobia, biphobia and transphobia affecting Toronto seniors. Areas of knowledge and skills development include an understanding of what an intersectional, person-centred approach to care looks like and how to account for the impacts of various factors such as disability, race, and religion on the needs of diverse 2SLGBTQI+ seniors.

This work supports MYAP initiatives:

Initiative #12. Enhance leadership knowledge and skills to ensure compliance with City Policies, Human Rights legislation, AODA and other related legislation.

Initiative #14. Ensure that all training, activities, course materials and learning approaches are developed and delivered in accessible formats.

Initiative # 16. Apply an equity and accessibility analysis to all organizational learning and development activities.

Appendix C: Procurement Highlights

1) Applying an Equity Lens in the City's Budget

The City's Equity Lens tool was once again a mandatory part of the 2022 Budget process. The Equity Responsive Budgeting process ensures that all City divisions perform an equity analysis of changes to their operating budgets to inform decision making on service reductions, efficiencies (modernizations etc.) and new/expansion of existing programs, services, or user fees at the City.

The Equity Lens Tool is used by staff to help identify and address barriers that may be experienced by Indigenous, Black and equity-deserving communities when accessing City programs, services and facilities. As part of the equity analysis, potential impacts to persons with disabilities must be taken into consideration. The tool creates an Equity Impact Statement which is required on all significant policy and strategic reports going to Council, including strategic plans and policies that impact the public.

Prior to the budget process in 2022, updated training on the Equity Lens tool was launched. The training provides an overview of the Equity Lens tool, a live demonstration of the key functions and features, as well as examples of how it can effectively be applied. Through the training, staff explore ways to integrate equity into planning, community consultations, resource allocation, and decision-making so that equity considerations are effectively embedded into the design of all policies, programs and services. This includes considerations for procurement.

Participants gain a deeper understanding of how to conduct an intersectional equity analysis, how to identify and address barriers facing Indigenous, Black and equity-deserving groups including people with disabilities, and how to apply this understanding to enhance service equity. Participants are better equipped to integrate equity across portfolios and projects, budgets and other processes. The tool also provides staff with several resources to ensure considerations are given to persons with disabilities when considering equity impacts of their work. For example, one resource focuses specifically on the impacts of COVID-19 on people with disabilities and what considerations should be taken into account when reviewing or developing City programs and services.

This work supports MYAP initiatives:

Initiative #10. Continue to embed and train staff on the use of the Equity Lens Tool to consider equity impacts of all new planning, projects, policies and initiatives.

Initiative #17. Continue to ensure accessibility criteria are key requirements of the procurement process when acquiring or purchasing goods, services and/or facilities.

Initiative #20. Ensure an accessibility analysis of all projects and purchases before funding is requested.

2) New/Renovated Shelters

In 2022, the City took steps to expand and improve shelter facilities across the City. This work included increasing accessibility in the shelter system. Shelters provide critical emergency shelter and support services to people experiencing homelessness in Toronto. Services for residents include the development of housing plans, navigation to health supports, crisis management, trauma informed care, harm reduction and day-to-day support. In addition to beds, the shelters have dedicated spaces for health care as well as community space for programming, events, workshops and volunteer engagement.

In 2022, as part of City Council direction to expand the number of permanent shelter beds, the City of Toronto secured and opened new and/or renovated shelters at:

- [22 Metropolitan Road – City of Toronto](#)
- [66 Norfinch Drive – City of Toronto](#)
- [705 Progress Ave. – City of Toronto](#)

Work also continues on other [Shelter Replacement & Expansion Projects](#).

New and renovated shelter sites, include accessibility criteria as outlined in the City's [Shelter Design and Technical Guidelines](#). Accessibility features include, but are not limited to, exterior ramps, automated door operators, barrier-free showers, washrooms and service counters.

In 2022, a specific focus group on accessibility was assembled to identify areas that are working well and areas that may require improvement, and to better understand the impact of the Shelter Design Guidelines on people with disabilities. Feedback from the focus group contributed to updates made to the Guidelines in 2022.

For more information, see [New Shelter Locations - City of Toronto](#).

This work supports MYAP initiatives:

Initiative #17. Continue to ensure accessibility criteria are key requirements of the procurement process when acquiring or purchasing goods, services and/or facilities.

Initiative #59. Continue to prioritize and retrofit existing built environment barriers at facilities under its management to comply with the TADG.

Initiative #60. Continue to implement accessibility improvements as part of State of Good Repair AODA Capital programs.

Appendix D: Information & Communication Highlights

1) Digital Infrastructure Strategic Framework

In April 2022, City Council adopted the City's first Digital Infrastructure Strategic Framework (DISF). The Framework establishes a principles-based approach to decision-making associated with Digital Infrastructure Toronto is committed to ensuring all people can access all City services, products, and information. This includes providing an accessible digital environment where people can access the City's web-based services, information and communications in a way that meets their individual needs. The design, development, procurement, implementation, and evaluation of all City Digital Infrastructure must be guided by and align with the DISF.

The first principle of the framework is Equity & Inclusion. This means that Digital Infrastructure will be used to create and sustain equity, inclusion, accessibility, and human rights in its operations and outcomes. The benefits of digitization have not been equally distributed and particular communities continue to experience disproportionate barriers to access and participation which has led to a digital divide. The City recognizes that striving for equity in the digital realm requires intentional strategies and investments to reduce and eliminate barriers.

Accessible Digital Infrastructure is a strategic priority of the DISF. "All digital City services, products, and information are accessible to people with disabilities. The City is committed to the identification, removal and prevention of accessibility barriers, and must incorporate accessibility criteria when developing websites, content and applications as well as when procuring goods, services or facilities." Accessibility and usability are achieved through the combination of several factors, and not simply about complying with a policy (for example, user testing, consultation with people with disabilities and lived experience).

For more information, see [Digital Infrastructure Strategic Framework](#).

This work supports MYAP initiatives:

Initiative #22. Continue to work with vendors and community partners to meet or exceed accessibility requirements.

Initiative #28. Develop and implement accessible information, communication and technology guidelines and standards to ensure the City is providing clear, accessible, appropriate and timely information and communication.

Initiative #31. Regularly review compliance and usability best practices in order to identify ways to improve accessibility in information, communications and

technology based on broader accessibility sector advancements and legislated requirements.

Initiative #38. Continue to evaluate City programs and services to ensure inclusion and equitable participation of employees, residents and visitors with disabilities in City-operated programs.

2) Accessible Information related to COVID-19: Pandemic Perspectives

The City of Toronto is committed to sharing timely and accurate information with all Torontonians through a variety of methods. The City recognizes that people living with disabilities have faced many challenges when accessing information during the pandemic. In 2022, the City's COVID-related media briefings continued to include ASL interpretation and closed captioning.

To further convey public safety information, in May 2022, the City launched [Pandemic Perspectives](#), a four-part vaccine engagement video series that featured personal stories of Toronto residents, community-based insights, as well as vaccine information and resources.

The four video themes, families, faith leaders, youth and accessibility, were identified by Vaccine Engagement Teams (VETs) to focus on communities and equity-deserving groups who continued to be disproportionately impacted by the COVID-19 pandemic, with lower rates of vaccination and high rates of COVID-19 infection. The videos delivered a personal and powerful message rooted in life experience directly to, from, and by impacted communities about the importance of vaccination, addressing barriers and hesitations along the way.

The videos aimed to create a broad understanding, appreciation and respect for the perspectives of others. By acknowledging the unique challenges many Torontonians face, the [video series](#) encouraged collaboration and partnership among Toronto residents.

For more information, see [COVID-19: Vaccine Resources webpage](#).

This work supports MYAP initiatives:

Initiative #5. Promote accessibility awareness within the organization as well as all the communities we serve through education and awareness campaigns.

Initiative #6. Host employee meetings and public events in facilities and public spaces that are accessible.

Appendix E: Customer Service Highlights

1) Customer Experience Transformation

In 2022, the City's Customer Experience Transformation (CET) Program continued modernizing City services by providing convenient, and accessible customer experiences through multiple channels such as, Digital Self-Service, Contact Centers and In-person Service Hubs. The goal of the CET Program is to deliver simple, reliable and connected services that anticipate changing customer needs and that better meet resident and business requirements. The CET Program recognizes that it is critical for the City to identify the barriers faced by Indigenous, Black and equity-deserving groups, including people with disabilities, when accessing services and in civic engagement.

Counter services in City buildings started to reopen to the public in February of 2022 after pandemic related closures. As part of the reopening a new greeter and wayfinding program was put in place. Visitors were welcomed by staff greeters to help them find the services they were looking for at the location and answer questions. The greeters also provided assistance on how to access the City's digital services. These in-person services served 3,000 to 4,000 individuals per week in 2022.

In 2022, the City's Customer Experience Transformation prioritized:

- Delivering high-priority, immediate actions to support the City's COVID-19 recovery and reopening; and
- Designing a new operating structure and establish digital foundations of modernized and inclusive service delivery.

In 2022, CET also focused on:

- User Experience Design: Where the City co-creates its digital services, channels, and physical space with the public.
- Service Choice/Options: Where appropriate provide multiple service channel options, especially for people with disabilities, people who need language support, those without access to digital infrastructure or those who have low digital literacy, and people who may have a lack of trust in government institutions.
- Welcoming Spaces: Create modernized in-person service hub experiences and design spaces for public uses and civic engagement, with universally accessible dedicated spaces for arts/culture, events, community meetings, innovation, co-working, etc.
- Accessible Technology: Where the City reviews, assesses and establishes new standards for accessibility of technology and digital solutions.

- Communications/Marketing: Where the City reaches out to equity-deserving groups to promote services, programs, events/activities and increases civic participation.

This work supports MYAP initiatives and outcomes:

Initiative #38. Continue to evaluate City programs and services to ensure inclusion and equitable participation of employees, residents and visitors with disabilities in City-operated programs.

Initiative #31. Regularly review compliance and usability best practices in order to identify ways to improve accessibility in information, communications and technology based on broader accessibility sector advancements and legislated requirements.

Initiative #34. Continue to embed and strengthen the focus on accessibility within the Customer Service Centre of Excellence.

Outcome #13. People with disabilities receive City goods and services of the same quality and within the same timeline as others and benefit equally from customer service initiatives.

2) New Online Services

In 2022, the City continued to assess services, business processes, and ways to accelerate digitization to ensure that the public receives simple, consistent and efficient experiences that are customer-centric, inclusive, accessible, and secure. In 2022, two new online services were launched as part of the City's service improvements. The new service options allow residents, businesses and visitors to access services where and how they wish to access them. This includes easier access across multiple channels and more self-serve options.

2.1 MyToronto Pay

In 2022 the City launched a new digital payment platform, [MyToronto Pay](#), which offers online payment options for City of Toronto property tax and utility bills. With MyToronto Pay, property owners now have one more option to pay and manage property tax and utility (water and solid waste) bills in Toronto.

The new MyToronto Pay service provides convenience and flexibility to residents and businesses by providing secure, easy to use and accessible options for making payments, and offers many benefits including:

- Pay bills in one secure location - pay immediately or schedule a future payment for property tax or utility bills.

- Manage payments - schedule future payments and see the amount owing and transaction history all in one place.
- Convenient payment options - pay from a bank account (electronic funds transfer) or by credit card or debit card (Visa or American Express card).
- Receive email receipts and reminders to never miss another payment due date.
- Save preferred payment methods - add multiple payment methods to MyToronto Pay's secure digital wallet.
- Get dedicated customer support (live chat, phone, email) to answer questions or concerns in real-time.

The City will continuously work to improve the experience and offer more features and payment-related services.

For more information, see [MyToronto Pay](#)

2.2 Mobile App for 311 Toronto

In January, 2022 the City launched a new mobile app for 311 Toronto, making it easier and more convenient for residents, businesses and visitors to connect with 311 Toronto on any smart device.

The new app offers:

- GPS capability to allow users to pinpoint and set the exact location of a service request.
- Ability to view open requests in a given neighborhood to find out whether an issue has already been reported.
- Functionality to explore nearby points of interest, such as civic centres, libraries and museums.
- Camera function to easily upload and attach a photo to a service request, for additional context.
- Appointment booking for select services with confirmation, reminders and notifications to the user's device.
- Individual personalization, dark and light mode, stored preferences, and information auto-fill.

The launch of the app is an extension of the enhanced 311 Toronto service experience introduced in 2021. The services increase access to 311 and include self-serve submissions for service requests, start-to-finish tracking of requests, real time status updates via text or email, live online chat and an expanded Knowledge Base. Enhanced features are even easier to use on the new mobile app. The mobile app is also part of an integrated system to improve analytics and reporting capabilities to inform ongoing

311 Toronto service updates and identify potential service improvements and needs across the city.

This work supports MYAP initiatives and outcomes:

Initiative #38. Continue to evaluate City programs and services to ensure inclusion and equitable participation of employees, residents and visitors with disabilities in City-operated programs.

Initiative #30. Continue to ensure that the City's websites and web applications incorporate the foundations of the City of Toronto Digital Accessibility Standard.

Initiative #31. Regularly review compliance and usability best practices in order to identify ways to improve accessibility in information, communications and technology based on broader accessibility sector advancements and legislated requirements.

Outcome #12 City employees, residents and visitors with disabilities will have equal access to City information through communication supports, alternate formats, accessible websites and digital content.

Outcome #14. City employees have access to tools, resources, policies and procedures to support accessible customer service.

Appendix F: Employment Highlights

1) Diversity and Inclusion in People Services

The City of Toronto is committed to building a workforce that reflects the people we serve. In 2022, the City was named one of [Canada's Best Diversity Employers](#) for the seventh time, in recognition of our diverse workplace, and inclusive and equitable culture.

As part of our Workplace Culture, the City is committed to embracing diversity and inclusion and in 2022, the City's Diversity and Inclusion (D&I) Team (renamed Workforce Equity Unit as of February 2023) continued to support inclusive hiring practices at the City. The team focuses on fostering a diverse and inclusive workforce that can effectively meet the present and future needs of Toronto. The team helps to ensure that Indigenous, Black and equity-deserving groups, including people with disabilities, are meaningfully engaged and are able to contribute to their fullest potential at all levels of the organization. In 2022, the team:

- Developed strategic workforce equity priorities.
- Ensured an equity lens was applied within the corporate Talent Management Framework.
- Provided guidance to City recruiters and hiring managers to help make the recruitment process more inclusive.
- Provided recommendations to improve the accommodation process for candidates and employees with disabilities.
- Coached recruiters on accommodation tools and resources to support candidates throughout the recruitment process.
- Continued to develop a community outreach/engagement model to build the City's reputation as an employer of choice and to target talent from the disability community.
- Engaged with Accessibility Offices on university campuses to attract students with disabilities into a variety of the City's student internship/youth programs to enhance work experiences and build strong resumes for the future.
- Provided guidance, support and oversight to the City's staff Communities of Inclusion, including the Employee Disability Network.

For more information see, [Top Employer: Toronto, City of \(canadastop100.com\)](#).

This work supports MYAP initiatives:

Initiative #41. Develop and implement an employment strategy for equity-seeking groups, including people with disabilities.

Initiative #42. Develop a targeted outreach strategy for recruiting people with disabilities and ensuring an application process that is barrier-free. This will include

increased partnership and outreach with organizations and agencies that support the development and employment of people with disabilities.

Initiative #46. Foster a culture of employee engagement and inclusion through analysis of the Employee Engagement Survey and the development of action plans in partnership with Communities of Inclusion, including the Employee Disability Network.

Initiative #47. Continue to conduct an employment equity survey – Count Yourself In – to inform workforce planning priorities through data-informed decision making.

2) Employee Disability Network

The City continues to support several staff Communities of Inclusion including the Employee Disability Network (EDN). EDN is a membership-driven staff network committed to promoting inclusion and accessibility in the workplace by supporting and nurturing the professional development of employees with disabilities through activities that foster a sense of belonging and empowerment. The purpose of this community of Inclusion is to:

- Foster a dynamic, innovative, membership-driven group committed to supporting employees with disabilities through sharing experiences and discussing common concerns in the workplace; promoting a diverse workforce that reflects Toronto's many disability communities.
- Celebrate disability pride in the workplace, reduce stereotypes, discrimination and exclusion through education and awareness raising through City initiatives, campaigns, and celebrations of national and international days for different disabilities.
- Collectively identify and suggest ways the City could increase inclusion through services and supports to employees with disabilities; provide a disability/accessibility perspective on organizational practice; promote accessibility and inclusion by universal design.

The Employee Disability Network hosted several meetings and staff events in 2022, including a three-part panel discussion in recognition of Disability Employment Awareness Month. Topics included:

- Not Your Inspiration - Attitudes About Disability Experience in the Workplace,
- Accessibility and Accommodation in the Workplace,
- Fireside Chat: Accessibility, Accommodation & Disability Experience Moving Forward,
- Nothing about Us without Us.

This work supports MYAP initiative:

- Initiative #46. Foster a culture of employee engagement and inclusion through analysis of the Employee Engagement Survey and the development of action plans in partnership with Communities of Inclusion, including the Employee Disability Network.
- Initiative #48. Support the Employee Disability Network (EDN) to promote professional development opportunities for employees with disabilities.

Appendix G: Transportation Highlights

1) Vision Zero

The [Vision Zero Road Safety Plan](#) is a comprehensive action plan focused on reducing traffic-related fatalities and serious injuries on Toronto's streets. Launched in 2016, the Plan prioritizes the safety of our most vulnerable road users through a range of extensive, proactive, targeted and data driven initiatives. These initiatives make the roads safer for everyone including people with disabilities. Two examples of Vision Zero initiatives are:

- Pedestrian head start signals, also known as leading pedestrian interval (LPI), are one of the most effective, low cost safety features applicable to signalized intersections for addressing left turn collisions with pedestrians at signalized intersections. LPIs are a feature of a traffic signal that provides pedestrians with the opportunity to begin crossing the street before vehicles are permitted to proceed by delaying the green signal. This allows pedestrians to establish a presence in the crosswalk, which increases the visibility of pedestrians to drivers, and thereby reduces conflicts with turning vehicles. 1088 LPIs have been installed since 2016. In 2022, 217 LPIs were installed.
- Accessible Pedestrian Signal (APS) advise pedestrians who are blind, visually impaired, or deaf-blind when they have the right-of-way to cross at a signalized intersection with an audible chirp or chime to indicate when the pedestrian signal is currently active. 421 APSs have been installed since the start of the Plan in 2016, 32 were installed in 2022. To request an Accessible Pedestrian Signal call Telephone: 311, TTY: 416-338-0TTY (0889), Email: APS@toronto.ca.

Information about progress on other safety initiatives, such as Community Safety and Senior Safety Zones can be found on our website: [Vision Zero Dashboard – City of Toronto](#).

This work supports MYAP initiatives and outcome:

Initiative #51. Continue to research and incorporate methods to improve accessibility on the City's streets and sidewalks.

Initiative #53. Include accessibility considerations and implications in the City's Vision Zero Road Safety Plan by consulting with the community and the Toronto Accessibility Advisory Committee

Initiative #56. Continue to fulfill requests for Accessible Pedestrian Signals and install with all new traffic signals and replacements of existing traffic crossing signals.

Outcome #17. Sidewalks and roadways are accessible and facilitate easy and safe mobility throughout Toronto for all residents and visitors.

2) Increased Snow Clearing

Toronto has a comprehensive [snow and ice response plan](#) that prioritizes the safety and movement of residents. Toronto City Council approved the expansion of the City's mechanical sidewalk winter maintenance trial in 2021 to help improve safety, provide more equitable snow clearing service to more areas, and support improved accessibility when it snows. Toronto is the third major city in North America to employ a city-wide mechanical sidewalk snow clearing program.

City crews start clearing all public sidewalks when the snow is 2 cm deep and the snow has stopped falling, or when icy conditions dictate. In the 2021-2022 season, approximately 98% of sidewalks were cleared using a combination of contracted equipment and new, smaller plows operated by City staff. Due to sidewalk obstructions and narrow spaces, the remaining 2% of public sidewalks was manually cleared. Expansion of the mechanical sidewalk winter snow clearing service to the remaining approximately 1,300km of sidewalks not receiving this service prior to 2021-2022, continued in the 2022-2023 winter season. Overall, the expansion resulted in 103,000 additional homes across the city receiving mechanical sidewalk snow clearing services.

Additionally, in 2022, Transportation Services worked on plans to develop a policy and training manual to reduce barriers in the City's snow clearing practices that significantly limit the mobility of people with disabilities. Residents can help to identify problem areas by contacting 311 and [submitting a service request](#) approximately 16 hours after the snow stops falling. Crews will be dispatched to inspect and clear the area, as required.

For more information see, [Sidewalk Clearing – City of Toronto](#).

This work supports MYAP initiatives:

Initiative #51. Continue to research and incorporate methods to improve accessibility on the City's streets and sidewalks.

Initiative #55. Conduct a review of snow clearing policies, practices and procedures using an accessibility and equity analysis and develop a strategy to reduce barriers that significantly limit the mobility of people with disabilities.

3) Vehicle-for-Hire Bylaw

3.1 Licensing Vehicle Age Limit Extension

In July 2022 City Council approved an amendment to the [Licensing of Vehicles-for-hire Bylaw](#) to allow accessible taxicab vehicles to remain in use for up to 10 model years. This vehicle age limit extension expires on December 31, 2025. The bylaw amendment

for accessible vehicles will provide taxicabs, limousines and private transportation companies the flexibility to continue to provide accessible transportation services and more time to purchase appropriate replacement vehicles, given the ongoing supply chain issues affecting the vehicle industry.

Under the old bylaw requirements taxicabs, sedan limousines and private transportation companies were not permitted to use vehicles more than seven model years old. In response to the COVID-19 Pandemic in 2020, City Council temporarily extended this vehicle age limit to nine years. That extension was due to expire at the end of 2022, at which time 62 per cent of the wheelchair-accessible taxicab fleet in Toronto would have reached their vehicle age limit, severely impacting service availability.

The bylaw amendment will ensure that Toronto is able to maintain the availability of vehicle-for-hire services, including TTC Wheel-Trans' contracted taxicab services and wheelchair accessible on-demand vehicles-for-hire.

3.2 Accessibility Fund Program

The [Vehicle-for-Hire Accessibility Fund Program](#) has been fully implemented and eligible accessible owners and drivers in the taxi and limo industries are able to apply and receive funds in recognition of their higher costs. In 2022, the City disbursed \$1.2 million to 212 wheelchair accessible taxicab owners and 204 accessible vehicle-for-hire drivers. This is in addition to the disbursements of \$1.78 million to 300 wheelchair accessible taxicab owners and 325 accessible vehicle-for-hire drivers in 2020, and \$1.52 million to 263 wheelchair accessible taxicab owners and 263 accessible vehicle-for-hire drivers in 2021.

More information is available on the City's [Vehicle-for-Hire Bylaw Updates page](#).

This work supports MYAP initiative and outcome:

Initiative #49. Implement a Vehicle-for-Hire Accessibility Fund Program to help offset the higher cost of providing wheelchair accessible service, funded through a regulatory charge on members of the industry that do not provide this service.

Outcome #18. Access to a range of accessible transportation services in Toronto to meet the needs of all residents and visitors.

4) High Park Movement Strategy (HPMS)

In the summer of 2022 the City hosted a second round of public consultation on improving travel within High Park. The City hosted a series of online and in-person engagement events in July and August to gather feedback from park users on possible travel network improvements. A report on this engagement is available, [High Park Movement Strategy Summer 2022 Engagement Report](#).

High Park is one of Toronto's largest public parks, combining environmentally sensitive areas with maintained parkland, recreational facilities and popular attractions. As a regional destination connected through a range of travel options, [High Park](#) is one of the most visited parks in Toronto. The goal of the High Park Movement Strategy is to improve mobility within the park while prioritizing safety, accessibility and the park's ecological integrity. The Strategy focuses on mobility and the travel network within the park including existing roads, driveways, parking lots, and paved pathways. Accessibility and safety for park visitors with disabilities is a key priority throughout this work and the development of the HPMS.

For more information see, [High Park Movement Strategy – City of Toronto](#).

This work supports MYAP initiative and outcome:

Initiative #51. Continue to research and incorporate methods to improve accessibility on the City's streets and sidewalks.

Outcome #17. Sidewalks and roadways are accessible and facilitate easy and safe mobility throughout Toronto for all residents and visitors.

Appendix H: Built Environment Highlights

1) Capital Accessibility Upgrades Program

In 2022, the City's Corporate Real Estate Management Division (CREM) continued to oversee an Accessibility Upgrades Program to proactively identify and remove barriers at hundreds of City-owned and operated facilities. The costs for the planned accessibility upgrades are estimated to be \$200 million by the end of 2025. At the end of 2022, the City had 183 active projects under the Accessibility Upgrades Program including:

- 29 buildings in the initiation phase,
- 68 buildings in the design phase,
- 24 buildings in the procurement phase, and
- 62 buildings in the construction phase.

Buildings under the program include civic centers, community centers, shelters, fire halls, offices, and other city-owned facilities. Building upgrades will comply with several City of Toronto guidelines including the Toronto Accessibility Design Guidelines (TADG).

For more information on the design of City facilities see [Toronto Accessibility Design Guidelines](#).

This work supports MYAP initiatives and outcome:

Initiative #17. Continue to ensure accessibility criteria are key requirements of the procurement process when acquiring or purchasing goods, services and/or facilities.

Initiative #59. Continue to prioritize and retrofit existing built environment barriers at facilities under its management to comply with the TADG.

Initiative #60. Continue to implement accessibility improvements as part of State of Good Repair AODA Capital programs.

Outcome #20. Improved accessibility of City of Toronto public spaces and workplaces by incorporating accessibility into the design of new facilities as well as during renovations and redevelopments of existing facilities.

2) Roy Halladay Field Accessible Baseball Field

In July, 2022, the City opened the Roy Halladay Field in partnership with the Jays Care Foundation. Located at Highview Park in Scarborough, the field is the City's first

accessible baseball diamond, with vulcanized rubber ground surfaces for traction and wide, double-row dugouts to allow players using wheelchairs to easily manoeuvre.

The accessible diamond will be used by the public and athletes who are part of Jays Care Challenger Baseball program, which is run by Little League Canada, Baseball Canada and Jays Care. The site was also chosen because of its proximity to Variety Village, which will also offer programming at the field.

In 2021, Toronto City Council approved naming the field after the late Roy Halladay in honour of the former Toronto Blue Jays pitcher. The field was named after Roy Halladay in recognition of his commitment to Toronto youth and the impact he made on the city during his time as a Blue Jay. Roy Halladay field honours his dedication and contributions to Toronto communities.

Roy Halladay Field will be a safe space for athletes, including those with disabilities to learn and develop important life skills through the game of baseball.

This work supports MYAP initiatives and outcomes:

- Initiative #6. Host employee meetings and public events in facilities and public spaces that are accessible.
- Initiative #22. Continue to work with vendors and community partners to meet or exceed accessibility requirements.
- Initiative #38. Continue to evaluate City programs and services to ensure inclusion and equitable participation of employees, residents and visitors with disabilities in City operated programs.
- Outcome #1. An organization which fosters a culture of equity and inclusion, that values and includes employees, residents and visitors with disabilities.
- Outcome #20. Improved accessibility of City of Toronto public spaces and workplaces by incorporating accessibility into the design of new facilities as well as during renovations and redevelopments of existing facilities.