

City of Toronto

Multi-Year Accessibility Plan

Final Annual Status Report 2024



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Introduction

The City of Toronto remains dedicated to creating and providing an accessible and inclusive city where all individuals can use City services, programs and facilities in ways that respect one's dignity and individual needs. As Canada's largest and most diverse city, Toronto is home to over 570,000 people with disabilities¹ and 477,000 seniors². As of 2022, 1 in 4 (or 25%) of Torontonians aged 15 years or older report having a disability³, representing an increase of 3% from 2017 to 2022.

The City of Toronto's [2020–2024 Multi-Year Accessibility Plan](#) (MYAP) outlined a comprehensive roadmap to identify, remove, and prevent barriers for people with disabilities. Grounded in the requirements of the *Accessibility for Ontarians with Disabilities Act* (AODA) and the *Integrated Accessibility Standards Regulation* (IASR), the MYAP also reflected the City's broader commitment to equity, inclusion, and accessibility by design.

This 2024 Status Report marks the final update of the 2020–2024 MYAP. It highlights the City's completion of the implementation of 63 initiatives across eight key areas: General Accessibility, Training, Procurement, Information and Communications, Customer Service, Employment, Transportation, and the Built Environment.

Throughout the final year of the MYAP, the City continued to embed accessibility into its policies, programs, and services. Highlights include:

- Enhanced training for staff on accessible customer service and digital content creation.
- Expanded use of accessible formats and communication supports across City Divisions.
- Continued upgrades to City facilities and public spaces to meet or exceed accessibility standards.
- Strengthened engagement with disability communities through advisory bodies and targeted consultations.

The MYAP laid a strong foundation for the City of Toronto's next phase of accessibility work. Building on this progress, the City Council adopted the new 2025–2029 Disability Inclusion Action Plan (DIAP) in July 2025. Developed through extensive community engagement—including consultations with people with disabilities, support persons, community organizations, City staff, and the Toronto Accessibility Advisory Committee (TAAC) - the DIAP introduces new actions to further embed accessibility and disability inclusion into the City's culture and operations. This updated plan reflects the City's ongoing commitment to creating a more inclusive Toronto for all.

¹ Statistics Canada. 2025. Canadian Survey on Disability, 2022 Toronto Level Data (Table). 2022 SCS-902 / CAS-1159257

² Statistics Canada. 2023. (table). *Census Profile*. 2021 Census of Population. Statistics Canada Catalogue no. 98-316-X2021001. Ottawa. Released November 15, 2023.

³ Statistics Canada. (2025). *Table 13-10-0750-01 Persons with and without disabilities aged 15 years or over, census metropolitan areas* ([Persons with and without disabilities aged 15 years and over, census metropolitan areas](#))

While significant progress has been made, the City acknowledges that barriers persist for people with disabilities. The work of advancing accessibility and inclusion is ongoing. Through the DIAP, the City will continue to collaborate with communities, apply an equity lens to its work, and strive to create a Toronto that is inclusive for all.

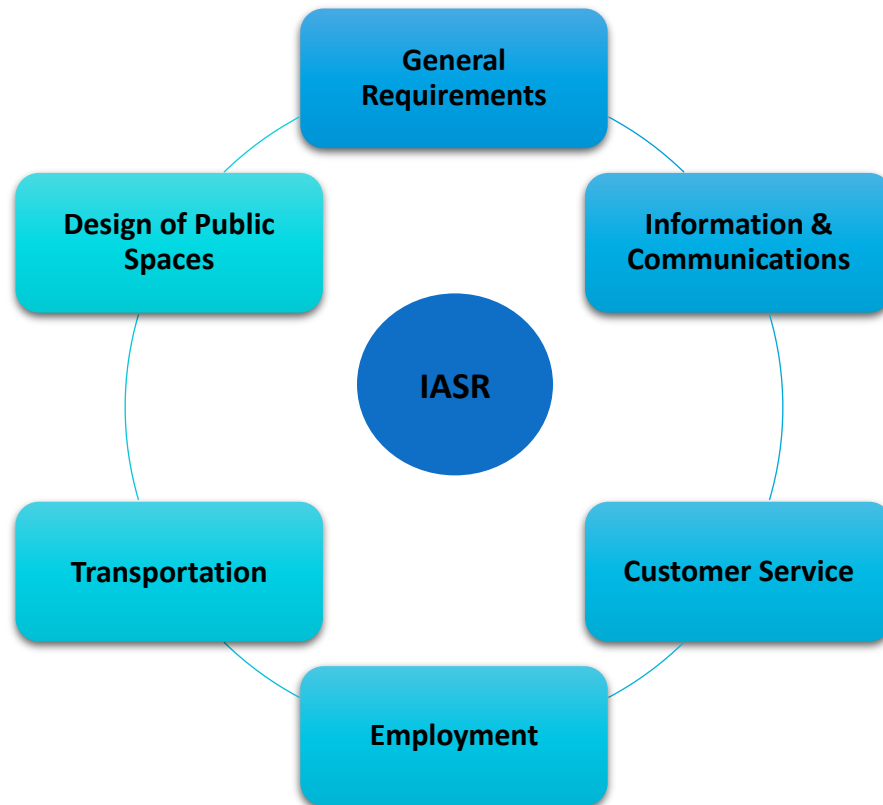
Executive Summary

All initiatives in the 2020-2024 Multi-Year Accessibility Plan have been completed and implemented. Initiatives fell under one of two categories:

- **Category A:** Recurring initiatives intended to be completed annually or on a continual basis (46 initiatives), or
- **Category B:** Projects with distinct completion dates (17 initiatives)

MYAP 2020-2024 Breakdown of Initiatives:

General Accessibility: Total Initiatives = 10 Category A = 8; Category B = 2	Customer Service: Total Initiatives = 7 Category A = 3, Category B = 4
Training Total Initiatives = 6 Category A = 6, Category B = 0	Employment: Total Initiatives = 8 Category A = 6, Category B = 2
Procurement: Total Initiatives = 7 Category A = 5, Category B = 2	Transportation: Total Initiatives = 9 Category A = 6, Category B = 3
Information & Communications: Total Initiatives = 10 Category A = 7, Category B = 3	Built Environment & Public Spaces: Total Initiatives = 6 Category A = 5, Category B = 1
Overall Total Initiatives: 63 Category A = 46 Category B = 17	



1. General Accessibility

The City has developed a robust policy framework to meet and exceed the general requirements of the IASR under the AODA that includes:

- The City's [Statement of Commitment to Creating an Accessible City](#),
- The [City of Toronto Corporate Accessibility Policy](#), and,
- The City's [2020-2024 Multi-Year Accessibility Plan](#) (MYAP), and the newly adopted [2025-2029 Disability Inclusion Plan](#).

In addition to these fundamental components, the City's MYAP contained a further 10 general accessibility initiatives which focused upon strengthening overall governance within the policy framework, embedding equity more intentionally and meaningfully into City work, and delivering more accessible and inclusive public engagement opportunities.

All General Accessibility initiatives have been completed. Examples of work completed under these initiatives are highlighted in [Appendix A](#).

General Accessibility Initiatives

- 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.
- 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.
- 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.

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

All Training initiatives have been completed. Examples of work completed under these initiatives are highlighted in [Appendix B](#).

Training Initiatives

- 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. Continue to 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. Continue the development of 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 (PMMD) and the Accessibility Unit continued 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 upheld 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 the City's procurement processes, the MYAP included seven initiatives to help ensure accessibility criteria continue to be an integral component of all procurement activities.

All Procurement initiatives have been completed. Examples of work completed under these initiatives are highlighted in [Appendix C](#).

Procurement 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 #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. Continue to 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. Continue to 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

Under the IASR, the City is required 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 2024, the City's Technology Services Division digital accessibility team continued to work with partners across the organization to ensure the City's website, web content and applications met or exceeded AODA standards. The Technology Services Division continues to provide 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](#) outlined ten initiatives to improve accessibility of our information and communications.

All Information and Communications initiatives have been completed. Examples of work completed under these initiatives are highlighted in [Appendix D](#).

Information & Communication Initiatives

- Initiative #24. Continue to notify the public about the availability of accessible formats and communication supports.
- 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 #26. Continue to 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 #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.

- 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. Continue to 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. Continue to 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.

5. Customer Service

The City of Toronto is committed to customer service excellence at every interaction. 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 [Corporate 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 guidelines. For example, the Parks 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 [Accessibility Complaints Form](#). Accessible formats and communication supports are also available upon request.

The MYAP included seven initiatives to support accessible customer service at the City.

All Customer Service have been completed. Examples of work completed under these initiatives are highlighted in [Appendix E](#).

Customer Service Initiatives

- Initiative #34. Continue to embed and strengthen the focus on accessibility within the Customer Service Centre of Excellence.
- Initiative #35. Review the “Guide to Good Practice” accessible customer service guidelines and update to reflect the highest standards in accessible customer service.⁴
- Initiative #36. Continue to 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. 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 #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.

6. Employment

Under the IASR, the City is required to support the recruitment, advancement, and accommodation of its employees with disabilities. The City has developed several [employment policies](#) that work together to support equity in our employment practices including:

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

The City of Toronto is committed to fostering a positive workforce and modelling the diversity of the communities 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, assessment, and placement.

In addition to its policy framework, the City’s MYAP included eight initiatives to support equitable employment processes for people with disabilities.

⁴ While the specific Guide to Good Practice guidelines have not been updated, the intention of this initiative has been met and the guidelines replaced through the development of several updated staff resources reflecting current accessible customer service best practises, including an updated internal accessibility webpage with information on providing service accommodations as well as updated information for staff in the Equity Lens Hub and Tool.

All Employment initiatives have been completed. Examples of work completed under these initiatives are highlighted in [Appendix F](#).

Employment Initiatives

- Initiative #41. Develop and implement an employment strategy for equity-deserving 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 #43. Continue to 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. Continue the practice of preparing 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.

7. Transportation

Under the IASR, requirements are outlined to prevent and remove barriers to public transportation for people with disabilities. The Toronto Transit Commission (TTC) manages conventional and specialized transportation services and maintains their own policies and plans.⁵ The City of Toronto's MYAP initiatives were 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 had nine MYAP initiatives related to sidewalk and roadway accessibility, pedestrian mobility 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

⁵ 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.

Public Spaces Standards. The transportation initiatives built on many of the City's existing policies and guidelines and drew on previous successful streetscape projects.

All Transportation initiatives have been completed. Examples of work completed under these initiatives are highlighted in [Appendix G](#).

Transportation Initiatives

- 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. Continue to 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. Continue to 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.
- 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. Continue to 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 & Public Spaces Initiatives

The City of Toronto recognizes that built environment barriers can prevent people with disabilities from freely and independently participating in our society. Under the IASR, the City is required to ensure that newly constructed or redeveloped public spaces are

accessible. The City strives to proactively increase the accessibility of its facilities, public spaces and workspaces. 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 was a key component of the City's MYAP and its [Corporate Accessibility Policy](#). The 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 included six initiatives to help support access into and around City facilities and public spaces.

All Built Environment & Public Spaces initiatives have been completed. Examples of work completed under these initiatives are highlighted in [Appendix H](#).

Built Environment & Public Spaces Initiatives

- Initiative #58. Continue to maintain and update the Toronto Accessibility Design Guidelines.
- Initiative #59. Continue to prioritize and retrofit existing built environment barriers at facilities under its management to comply with the Toronto Accessibility Design Guidelines (TADG).
- Initiative #60. Continue to 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. Continue to maintain accessible elements in public spaces through monitoring and regularly planned preventative maintenance of accessible elements.
- Initiative #63. Continue to 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 remains committed to identifying, removing and preventing barriers for people with disabilities who live, work or visit Toronto. By providing an accessible environment in which people with disabilities can access City services, programs, facilities and public spaces, the inherent dignity, diversity and inclusion of all individuals is respected.

The City will continue to meet its obligations under the *Accessibility for Ontarians with Disabilities Act* (AODA) and look for ways to advance accessibility by design and disability inclusion. The City of Toronto is dedicated to advancing an equitable and inclusive society and will examine and address new and existing barriers for people with disabilities by using efficient and innovative approaches. These approaches can be adapted where needed to support its residents, visitors, volunteers, and employees.

The 2020-2024 MYAP concluded at the end of 2024. The City's new 2025-2029 Disability Inclusion Action Plan recognizes that people with disabilities continue to encounter barriers in our society and outlines new actions the City will take to proactively support a culture of disability inclusion across our organization. All City Divisions have responsibilities in the DIAP and will continue to participate in annual reporting on both AODA compliance requirements and on progress made towards implementing the new actions in the DIAP. Information gathered during annual reporting will be used to develop annual status reports and to monitor the City's AODA compliance status. Status reports are available on the [City's Internet](#).

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. Council Advisory Bodies

1.1 Toronto Accessibility Advisory Committee (TAAC)

The [Toronto Accessibility Advisory Committee](#) (TAAC) serves as an advisory body to City Council, offering guidance on the removal of barriers experienced by individuals with disabilities in public life, including within City programs, services, and facilities. The committee is predominantly composed of members with lived experience of disability, thereby ensuring that its recommendations are grounded in real-world perspectives. In 2024, the committee welcomed two new members, further enriching the diversity and depth of lived experience represented within TAAC.

All meetings are designed to be accessible, featuring live captioning and closed-captioned recordings, which are made available for public viewing on the City's official [YouTube channel](#).

Throughout 2024, TAAC continued to provide a critical lens and feedback into various City programs and services. Key consultations in 2024 included:

- [Micromobility Strategy Development – Accessibility Feedback](#)
- [City Planning and Housing Secretariat Our Plan Toronto: Chapter One Review – Accessibility Feedback](#)
- [Ensuring Safe and Accessible Routes in Construction Work Zones](#)
- [Cycling, Sidewalks and Accessibility – 2023 Highlights and 2024 Goals](#)
- [Storefront Entry Ramps on the Public Right of Way](#)
- [Major Snow Event Response Plan](#)
- [Toronto's Wi-Fi Strategy](#)
- [2025-2029 Disability Inclusion Action Plan Update and Guiding Principles](#)
- [Improving Accessible Vehicle-for-Hire Services](#)
- [Accessible Parking Review Update](#)
- [Accessibility Protection Zones around Construction Projects](#)
- [Overview of the Social Procurement Program and Policy](#)
- [Parks, Forestry and Recreation Registration Booking Transformation Project](#)
- [Toronto Seniors Strategy](#)

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

1.2 Housing Rights Advisory Committee

In 2024, the [Housing Rights Advisory Committee \(HRAC\)](#) continued to provide strategic advice to Toronto City Council to ensure that the perspectives and needs of individuals with lived experience of housing precarity, discrimination, and homelessness are meaningfully reflected in the City's policies, programs, and service delivery. The

structure and mandate of HRAC supports the City's broader housing objectives, including those outlined in the [Housing Action Plan 2022–2026](#).

In 2024, the committee was consulted on the development and revision of key policies, including the [Rental Renovation Licence Bylaw](#) and [Rental Replacement](#) policies, to ensure they reflect the needs of people with disabilities.

For more information on accessible housing initiatives in 2024, see [Affordable Housing](#).

This work supported MYAP initiatives:

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

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

The City of Toronto is committed to ongoing, meaningful engagement with diverse stakeholders through public engagement. This collaborative approach with the public helps the City make informed decisions and build stronger relationships with the communities it serves. The City engages the public in various ways, including through specific Program Advisory Bodies that help advance accessibility in City programs, initiatives, and services. Some examples of active Program Advisory Bodies in 2024 include:

2.1 City Clerk's Office - Elections Accessibility Outreach Network

Through its Elections Accessibility Outreach Network (AON), the City Clerk's Office engaged the disability community on barrier-free election voting places for the 2024 Ward 15 by-election for Councillor, providing an opportunity for feedback about any accessibility issues that may have been experienced. The City Clerk's office continues to consult with members of the AON on matters such as accessible customer service, assistive devices, and voting options on an ongoing basis.

2.2 Parks and Recreation - Community Disability Steering Committee

In 2024, the Parks and Recreation (P&R) Division engaged with its Community Disability Steering Committee to review, assess and advise on how P&R provides programs, services, and facilities to people with disabilities. This Committee is co-chaired by a community representative and P&R staff, and the membership represents individuals with lived experience of disability, subject matter experts and partner organizations.

In 2024, the Committee was consulted on the new [Lawrence Heights Community Recreation and Childcare Centre](#) proposed re-design. The committee was also engaged regarding the registration and booking system accessibility testing plan and was invited to participate in testing.

Committee meetings were held at new community centres ([Canoe Landing Community Recreation Centre](#) & [Ethennonnhawahstihnen Community Centre and Library](#)). Tours were conducted to review accessibility features at the centres and advice was sought from Committee members on areas for improvement.

2.3 Transportation Services: Multi-Stakeholder Advisory Group

In 2024, Transportation Services consulted with its Multi-Stakeholder Advisory Group, made up of accessibility-focused organizations and advocacy groups, on the development of new accessibility standards in construction work zones. This included development of a new road occupation reporting system and policy specifications that provide clearly defined accessibility requirements around work zones.

In May of 2024, Transportation Services led a [survey](#) to capture feedback on the topic of major storm response. The survey aimed to engage with vulnerable road users in Toronto, including people with disabilities which impact their mobility, people who walk frequently, and people who cycle. The survey asked participants about their level of agreement with the Guiding Principles of the [Toronto Snow Removal Plan](#), prioritized locations for snow removal and other feedback.

2.3.1 Accessibility Sub-committee

The Division's Traffic Management unit met with Canadian National Institute for the Blind (CNIB) to examine new technology that can be utilized to assist persons with visual disabilities navigate work zones in a safe manner. The Division created an Accessibility sub-committee to review, address and identify accessibility related issues.

This work supported MYAP initiatives:

- Initiative #8. Continue to engage and seek advice from City Divisional Program Advisory Bodies (PABs) on advancing accessibility and inclusion.
- 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.

2.4 Accessible Housing Working Group: Accessibility Requirements in City-led Housing Development Projects

In 2024, the Housing Secretariat (HS) conducted significant ongoing consultations with the Accessible Housing Working Group to develop the Council report "[Increasing the City's Supply of Accessible Affordable Housing.](#)" This working group consists of individuals from 12 Disability rights groups (including but not limited to: Toronto Senior's

Forum, Citizens with Disabilities, Alliance for Equality of Blind Canadians Toronto, Older Women's Network, etc.). As part of the development of this report HS also consulted with multiple external stakeholders including but not limited to: The Rick Hansen Foundation, DesignABLE Environments, SAFERhomes, StopGap Foundation, Adaptability Canada and Inluzia Inc.

This work supports MYAP initiatives:

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.

Initiative #62: Continue to maintain accessible elements in public spaces through monitoring and regularly planned preventative maintenance of accessible elements.

3. Public Engagement

3.1 Toronto Shelters and Support Services Engagement with Disability Communities

In 2024, the Toronto Shelters and Support Services Division consulted with 55 disability-related organizations and accessibility advocates via a targeted survey recognizing that input from communities is essential for incorporating a disability inclusion lens into both the [2025-2030 Strategic Plan to Address Homelessness](#) and [Homelessness Services Capital Infrastructure Strategy](#). These organizations brought their expertise on the unique needs of individuals with disabilities accessing Toronto's shelter system, which will be reflected in the design of future services and infrastructure.

This work supported MYAP initiatives and outcomes:

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

Outcome #3: City employees will have the support and tools needed to actively identify, prevent and remove accessibility barriers.

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.

Appendix B: Training Highlights

1. Transportation Services: Pedestrian Focused Traffic Control eLearning

In 2024, the City's Transportation Services Division developed an eLearning module on Pedestrian Focused Traffic Control in Construction Zones. This training was intended for staff directly involved in, or who oversee, work that impacts pedestrians in the right of way, including capital and maintenance projects.

This training helps staff:

- identify pedestrian accessibility-related deficiencies in construction sites and traffic management layouts,
- understand best practices for pedestrian safety and accessibility,
- become knowledgeable on safety and wayfinding requirements.

This is mandatory training for all Transportation Standards Officers and Contract staff.

This work supported MYAP initiatives:

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

2. Toronto Employment and Social Services: Accessible Documents Learning Campaign

Toronto Employment and Social Services (TESS)'s Program Information Support Group (PISG) launched a Divisional communication campaign to increase awareness on document accessibility guidelines. PISG worked in collaboration with TESS's employee resource group called the AccessAbility Network to develop and share resources with all staff to support the creation of accessible documents, including links to training courses available to staff, corporate reference guides, and self-serve accessible templates that are available to City staff.

This work supported MYAP initiatives:

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

3. Social Development: Foundations of Disability Justice Training

The Social Development Division hosted a Foundations of Disability Justice training offered by the Centre for Independent Living Toronto (CILT). CILT's Foundations of Disability Inclusion is a disability inclusion 101 workshop. Learnings included:

- Understanding many different types of disability,
- Debunking myths,
- Exploring the types and impacts of ableism,
- What Disability Justice is and how it can be implemented in Divisional work.

This work supported MYAP initiatives:

Initiative #12: Enhance leadership knowledge and skills to ensure compliance with City policies, Human Rights legislation, AODA and 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. Consultations on the City Budget

In October 2024, the City Manager's Office coordinated public consultations on the City's 2025 Budget. These public consultations included four in-person events at accessible sites across Toronto, and two virtual events, that welcomed hundreds of participants to discuss priorities for the 2025 City Capital and Operating Budgets. American Sign Language (ASL) interpretation was available at all in-person meetings and live closed captioning was available at all virtual meetings.

An online survey was also available to gather feedback on budget priorities, which included optional demographic questions, such as disability identity. This voluntary data will enhance the analysis of the consultation findings to better understand the results in the context of participants' demographics.

This work supported MYAP initiatives and outcomes:

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

Initiative #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.

2. Updated Language and Enhancements to Procurement and Accessibility

In 2024, the Purchasing Materials Management Division (PMMD) provided updated tools, templates, and resources to support City staff in meeting accessibility requirements in procurement. These included revised templates, accessibility guidelines, a checklist to identify relevant obligations, and training requirements for third-party contractors.

These resources incorporate accessibility criteria based on identified barriers and serve as documentation to ensure that successful vendors meet accessibility obligations throughout the contract term

A new Request for Proposal guide was updated for improved accessibility, with suggested language, content and applications and a contact provided to the Digital Accessibility Unit to ensure latest standards are applied.

This work supported 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 #19: Review and update resources and tools for accessible procurement to ensure that current best practices and technologies are considered.

Appendix D: Information & Communication Highlights

1. SPEC – Digital Engagement Team

In 2024, the Strategic Public and Employee Communications (SPEC) Division advanced the City's commitment to accessible digital communications by supporting over 360 staff with updated tools, training, and guidance. In partnership with Technology Services, SPEC refreshed corporate standards and launched three mandatory, self-guided training modules for staff publishing to Toronto.ca. New AODA-compliant design elements and templates were introduced, along with a site-wide feedback tool to identify accessibility barriers. Training sessions covered accessible content creation in WordPress, including plain language, tables, headings, and alt text. SPEC also expanded its design team with two new specialists focused on accessibility and community communications

This work supported 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.
- 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 # 33. Continue to 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.
- 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.Digital Accessibility Team

A dedicated Digital Accessibility team reviews all web applications before release, ensuring compliance with WCAG 2.1 A and AA standards through a combination of automated and manual testing. Screen reader checks are conducted using JAWS, NVDA, and VoiceOver across various browsers and devices. Approval from the Digital

Accessibility team is required before projects proceed to the Change Advisory Board (CAB). Staff can access training and resources on the City's intranet to learn how to create and test accessible websites and applications.

This work supported MYAP initiatives:

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 #33: Continue to 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.

Appendix E: Customer Service Highlights

1. Enhanced City-Led Events

In 2024, Economic Development and Culture (EDC) advanced accessibility in services and events. For Nuit Blanche, City Cultural Events allocated a dedicated budget and programming for visitors with disabilities, with six installations focused on accessibility as their central theme, including:

- *Rise Over Run* by Atanas Bozdarov, A.S.M. Kobayashi and Friends is an interactive, wheelchair accessible sculptural and multimedia installation made of access ramps, skateboard ramps and stories from disability and skate communities, sponsored by Billy Bishop Toronto City Airport.
- *What are you saying?* by Mishann Lau bridges physical distance through video chat stations in three separate locations within the Waterfront Central exhibition entitled, *And the spaces between us smile*. The interactive nature of the project allows audience members to talk to each other about the art from locations across the exhibition site.
- ASL-interpreted interactive performances by Elder Duke Redbird, Charles Spearin and the Switch Collective at the Nuit Blanche Event Hub.
- Assistive Listening Systems for *Black in Time* by African Canadian Explorations, David Ofori Zapparoli and Donna Marie Paris and *The Gallery of Memories* by Egale Canada and Travis Myers at Pride Toronto.
- Written transcripts of audio content for *Light Speed: Bridging Distance* at the Aga Khan Museum, *One: Many & Nursing Wounds* at Wildseed Centre for Art & Activism and more.
- Large print text for *The Moon, the Earth and Us* by internationally renowned contemporary artist, illustrator and children's book author Oliver Jeffers; sponsored by Humber Polytechnic.

This work supports MYAP initiative:

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. Parks and Recreation's Adapted and Inclusive Recreation Services

Parks and Recreation's [Adapted and Inclusive \(A&I\) Recreation](#) Services support individuals with disabilities by improving customer service and identifying service gaps. In 2024, the A&I team delivered training to 147 full-time programmers and over 200 senior part-time staff. The training focused on supporting individuals with disabilities by addressing identified needs, promoting effective communication among staff, and closing service gaps to ensure inclusive program delivery. Work is also underway to modernize the Adapted Integrated Management System as part of the broader Registration and Booking Transformation Project.

This work supported MYAP initiatives and outcomes:

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

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.

3. 711 Relay Services and the Customer Service Division

The City's Customer Service Division uses modern communication technologies to ensure all residents can access services and provide feedback. 711 telecommunications relay services support people with hearing or speech related disabilities to place telephone calls through professionally trained operators or communication assistants. These operators act as intermediaries, converting text into spoken language and vice versa. There is no charge for local calls placed through 711.

The 711 relay service enables multiple customer service representatives to handle calls from residents using TTY machines or other assistive devices—an improvement from previous years when only one call could be managed at a time. This service ensures faster response times and improved accessibility.

This work supports MYAP initiatives and outcomes:

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

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.

Appendix F: Employment Highlights

1. Diversity and Inclusion in the Toronto Public Service

In 2024, the City's Workforce Equity Unit within the Equity and Accessibility Section of the People & Equity Division continued to provide guidance, support and oversight to the City's employee Communities of Inclusion, including the Employee Disability Network (EDN). The 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.

In 2024, the City of Toronto was also named one of [Canada's Best Diversity Employers](#) for the eight time in recognition of its diverse workplace and inclusive and equitable culture.

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

This work supports MYAP initiatives:

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

2. Toronto Employment & Social Services Talent Management Pilot Program

In 2024, Toronto Employment & Social Services (TESS) consulted with disability communities and the People & Equity Division to explore the development of a talent management pilot program aimed at hiring and supporting staff with neurodivergent disabilities. These consultations served as a foundational step in identifying barriers and opportunities for inclusive recruitment and workplace practices. Consultations were held with staff who identify as having a neurodivergent disability to gather insights into the specific needs and accommodations they require to create an accessible and supportive work environment for staff who identify with an invisible disability. This input will be considered in the development of the pilot's framework and will be used to evaluate the pilot and future expansion plans.

This work supports MYAP initiative:

Initiative #44: Review people services 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.

3. Children's Services Disability Inclusion and Accessibility Workgroup

In 2024, the Children's Services Division advanced disability inclusion through several key initiatives for employees. The division formally recognized National Accessibility Awareness Week (May) and National Disability Employment Awareness Month (October) for the first time, hosting an employee presentation and fireside chat with advocate Fran Odette to foster reflection and dialogue. The Division also released a special Disability Pride Month edition of its *Equity Digest* newsletter, highlighting themes of pride and intersectionality. Additionally, a series of Coffee Chats with staff and managers gathered insights on accessibility, which informed the development of a Divisional Disability Inclusion and Accessibility Action Plan, shaped by feedback from the Employee Disability Network and Corporate Accessibility Unit.

This work supported MYAP initiative:

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

Appendix G: Transportation Highlights

1. Vision Zero

The City's [Vision Zero Road Safety Plan](#) continues to focus on reducing traffic-related fatalities and serious injuries on Toronto's streets, making the roads safer for everyone including people with disabilities.

In 2024, approximately 27 new Accessible Pedestrian Signals (APS) were installed. APS which advises pedestrians who are blind, visually impaired, or deaf-blind when they have the right-of-way to cross at a signalized intersection and in which direction they may cross the intersection. A further 18 signals were modified to include the newer APS functionality.

In addition to APSs, over 237 pedestrian head start signals, also known as Leading Pedestrian Intervals (LPI) were deployed in 2024. LPI are a feature of a traffic signal that provide 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.

In 2024, over 1,547 meters of Tactile Walking Surface Indicators were installed, intended to be detectable underfoot when walking or by a long white cane. They are used to alert people with low or no vision of potential hazards, such as moving vehicular traffic. These indicators also have a high tonal contrast with the surrounding surface for those with low vision.

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

This work supports MYAP initiatives and outcomes:

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. Ongoing Infrastructure Development and Maintenance

2.1 Micromobility Strategy

In May 2024, Toronto City Council adopted a [Micro-mobility Strategy](#) to integrate lightweight vehicles like bicycles, e-bikes, and low-speed vehicles into the transportation network while maintaining the ban on electric kick-scooters due to safety and accessibility concerns. The strategy emphasizes public education, enforcement, and collaboration with stakeholders to address safety issues and improve infrastructure. It aims to balance innovation in transportation with equitable and safe use of public spaces.

The City of Toronto's Strategic Policy & Innovation (SP&I) Unit updated the Micro-mobility [webpage](#) to provide comprehensive information on various micro-mobility vehicles and where each type can be used-and to clarify their legal status within the city. The webpage outlines that e-scooters are illegal to operate on public roads, sidewalks, and other public spaces in Toronto, regardless of the rider's age.

2.2 Toronto Island Electric Ferry Design

In 2024, the new Toronto Island Electric ferry designs were finalized and include wider ramps and accessible washrooms to improve the passenger experience for visitors using mobility devices.

The design of the new electric ferries will pay homage to the historical character of the City's ferry fleet, will reduce greenhouse gas emissions and improve the ridership experience for Toronto Island residents and visitors.

The electric ferries will improve passenger experience with:

- More efficient passenger flow while boarding
- Upgraded accessibility with wider ramps
- Accessible washrooms
- Improved travel comfort with enclosed areas for shelter and onboard temperature control
- Increased passenger capacity and reliability
- Seating on main and upper decks (upper deck fully open)
- Better flow of pedestrian movement and traffic

The first of the new ferries is anticipated for November 2026. Further information here: [Ferry Fleet Replacement – City of Toronto](#)

This work supports MYAP initiatives:

Initiative #50: Continue to 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

from best practices.

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

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.

3. Taxis and Vehicles-for-Hire (e.g. Uber, Lift) Accessibility Fund Program

In 2024, the City disbursed over \$1 million dollars to 175 wheelchair accessible taxicab owners and vehicle-for-hire drivers as part of its [Vehicle-for-Hire Accessibility Fund Program](#). This program is for accessible vehicle owners and drivers in the taxi and limo industries to apply and receive funds in recognition of their higher operating costs of purchasing and maintaining accessible vehicles and providing on-demand transportation services.

Funding applications were sent to all licensed accessible taxi owners and drivers inviting them to apply for annual grants from the Accessibility Fund, as well as program information and opportunity to share feedback for improvement. Forms were improved based on the feedback provided by users and City staff administering the grant program.

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

Appendix H: Built Environment Highlights

3. Accessibility Upgrades at City Facilities

In 2024, the City's Corporate Real Estate Management Division (CREM) continued to oversee its Toronto Accessibility Upgrades program to proactively identify and remove barriers at City-owned and operated facilities. The costs for the planned accessibility upgrades are estimated to be \$200 million with a total of \$16 million spent in 2024. 89 projects have been completed to date, and at the end of 2024, the City had 116 active projects under the Accessibility Upgrades Program including:

- 6 buildings in the initiation phase,
- 18 buildings in the design phase,
- 41 buildings in the procurement phase, and
- 51 buildings in the construction phase.

Additionally, several 2024 capital state of good repair projects prioritized accessibility improvements at several sites, including:

- Accessible washrooms, kitchen spaces and entrances/exit improvements to the Boys and Girls Club of East Scarborough
- Office space and accessible entry/exits at 1530 Markham Rd
- Door replacements, accessible washrooms and change rooms to the West Scarborough Neighborhood Community Centre

1.1 Toronto Employment and Social Services (TESS) Location Upgrades

In 2024, TESS collaborated with Corporate and Real Estate Management (CREM) to ensure City-owned buildings met Toronto Accessibility Design Guidelines (TADG). For leased offices, TESS worked with landlords to achieve compliance, considering each site's unique layout. Service counters at Lawrence Square, York Humber, and Queensway were renovated to meet standards under the Ontario Building Code, AODA, TADG, and TESS's front-end design requirements.

New universal washrooms were installed at TESS's 605 Rogers Road office, as well as a new family interview room at its 220 Atwell Office. When temporary disruptions occur, TESS works with CREM and property management at leased sites to promptly address issues impacting accessibility. Where necessary and feasible, alternate service access is arranged for individuals who may be impacted by repairs to accessible areas or equipment.

This work supports MYAP initiatives and outcomes:

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.

Initiative #62: Continue to maintain accessible elements in public spaces through monitoring and regularly planned preventative maintenance of accessible elements.

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.

4. Affordable and Supportive Housing

4.1 Housing Secretariat and Affordable Housing Design Guidelines

In 2024, the Housing Secretariat undertook a review of its Affordable Housing Design Guidelines as part of the report: [“Increasing the City's Supply of Accessible Affordable Housing”](#). This process involved evaluating existing accessible housing design guidelines and working with experts to identify best practices and make recommendations for guidelines that will be applicable to all accessible affordable housing built by the City of Toronto.

The Accessible Housing Working Group and City staff also reviewed the [Centralized Waitlist Process](#) to identify recommendations that will better serve individuals on the waitlist who have disabilities. Also, in Year 5 of the [Canada-Ontario Housing Benefit \(COHB\) program](#), the Housing Benefits and Support Team ran a pilot with colleagues from the Toronto Shelters and Support Services (TSSS) Division to provide improved access to COHB for long stay shelter users with a prioritization on those facing mobility challenges. The pilot was successful and will be evaluated for possible expansion in future years of COHB.

This work supported MYAP initiative:

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.

5. New and Renovated Shelters

In 2024, the City expanded and made improvements to its shelter facilities as the demand for shelter spaces continued to grow at an unprecedented pace. All planning for new shelters, renovations and condition assessments continued to adhere to the [Shelter Design and Technical Guidelines](#). The updated Shelter Design and Technical Guidelines (SDTG) included an enhanced intersectional lens informed by consultations with equity-deserving populations. This equity lens was incorporated across the SDTG to provide recommendations on improving experiences for service users, which includes guidelines related to accessible design. Toronto Shelter and Support Services also continues to work

with third-party consultants to review accessibility for shelter locations across the City of Toronto. Findings from the review will be used to identify and implement additional accessibility features across the City's shelter system.

This work supported 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 program

6. Parks and Recreation Refreshed Outdoor Spaces

In August 2024, City of Toronto announced several enhancements to the L'Amoreaux Kidstown Water Park in Scarborough, one of Toronto's most popular outdoor water facilities for preschool and grade school children.

L'Amoreaux Kidstown Water Park has been enjoyed by kids and families since it opened in 1988 and is the City's only owned and operated water park. The City is revitalizing this iconic destination to ensure the water park is in excellent shape for generations to come. The redesigned water park will be a dynamic, accessible, safe and exciting space that will better serve existing and new park users.

Some of the enhancements include:

- A redesign and replacement of the entire water park and its splash pad
- A new leisure pool with spiral waterslide
- A new wading pool with beach entry
- A new waterfall area and cognitive water play area
- Enhanced shade structures and pavilion
- Expanded parking and queueing areas

The redesign more than doubles the size of the original water park with expansive upgrades throughout to help ensure the park meets guidelines under the Accessibility for Ontarians with Disabilities Act (AODA), Toronto Accessibility Design Guidelines and includes Indigenous Placekeeping elements throughout.

Kidstown is located near the site of a 14th-century Huron-Wendat village known as the Alexandra Site which was discovered in an archaeological assessment in 2000. The City has collaborated with the Huron-Wendat First Nation to reflect its history and culture throughout the park as part of the [City's Reconciliation Action Plan](#).

6.1 City Park Signage and Wayfinding

Signage used in City Parks is being updated and replaced gradually with new designs that have larger font sizes, increased contrast, simple language and pictograms where applicable. Signs are being installed at heights that are visible for visitors seated in a wheelchair.

In 2024, Parks also prioritized improving accessibility to washroom buildings. Work includes addressing grading to remove steps at building entrances where possible, improving visual and tactile markings on stairs, and raising the height of handrails.

In 2024, Parks and Recreation completed accessibility-focused upgrades at several facilities, following Toronto Accessibility Design Guidelines. At Dufferin Grove Park, improvements included an accessible clubhouse with a multi-purpose room, kitchen, universal washroom, park pathways, and a ramp from Dufferin Street. Over 20 playgrounds were also enhanced with CSA-compliant equipment, accessible pathways, seating, and play surfacing.

This work supported MYAP initiative:

Initiative 62: Continue to maintain accessible elements in public spaces through monitoring and regularly planned preventative maintenance of accessible elements.

7. CafeTO

In 2024, the City's [Café TO program](#), in which local restaurant and bar owners and operators expand outdoor dining spaces into curb lanes and sidewalks, was enhanced to ensure all permit holders are required to install a temporary accessible platform which is placed in the curb lane to provide a raised, step-free sidewalk-level mobility and seating surface for café patrons. Platforms must be designed by an engineer, architect or Building Code Identification Number (BCIN) designer.

In 2024, CafeTO installed its first curb lane café adjacent to an elevated cycle track. This required patrons to cross the cycle track to access the café. Key accessibility components include:

- Mandatory platforms installed to be level with the sidewalk and cycle track.
- Tactile stripped tape to indicate the pedestrian zebra crossing from the sidewalk, across the cycle track, to the café to indicate a path for those with low to no vision.
- Tactile mats on the edge of the sidewalk to indicate the beginning/end of the pedestrian zebra crossing.

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.