

City of Toronto

2025-2029 Disability Inclusion Action Plan

2025 Status Report

Social Development Division

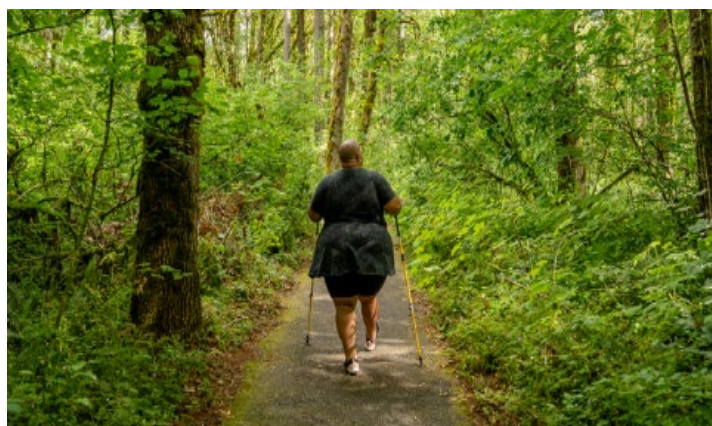
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Land Acknowledgement

The City of Toronto acknowledges that all facets of its work are carried out on the traditional territory of many nations including the Mississaugas of the Credit, the Anishnabeg, the Chippewa, the Haudenosaunee and the Wendat peoples, and is now home to many diverse First Nations, Inuit and Métis peoples. We also acknowledge that Toronto is covered by Treaty 13 with the Mississaugas of the Credit, and the Williams Treaties signed with multiple Mississaugas and Chippewa bands. We are eternally grateful for Indigenous stewardship of these lands and waters.



African Ancestral Acknowledgement

The City of Toronto acknowledges all Treaty peoples – including those who came here as settlers – as migrants either in this generation or in generations past – and those of us who came here involuntarily, particularly those brought to these lands as a result of the Trans-Atlantic Slave Trade and Slavery. We pay tribute to those ancestors of African origin and descent.

1. Executive Summary

The City of Toronto is committed to identifying, removing and preventing accessibility barriers and advancing disability inclusion across all areas of City work. The City's [2025–2029 Disability Inclusion Action Plan](#) (DIAP) provides a coordinated, city-wide framework to improve accessibility and create equitable opportunities for people with disabilities to fully participate in City programs, services, facilities and public spaces.

This report provides the first annual status update on implementation of the DIAP and highlights progress made between January 1, 2025, and December 31, 2025.

The 2025–2029 DIAP includes 85 actions across eight action areas designed to advance accessibility and disability inclusion throughout City programs, services, workplaces, facilities and public spaces.

During the first year of implementation:

- 12 actions were completed
- 63 actions were in progress and on track
- 6 actions were in progress with delays
- 4 actions had not yet started

Key achievements in 2025 included:

- Strengthened governance and accountability through annual reporting processes and engagement with the

Toronto Accessibility Advisory Committee (TAAC)

- Accessibility upgrades to City facilities, recreation spaces and public infrastructure
- Expansion of accessibility-focused training and workplace inclusion initiatives
- Improved accessibility within transportation planning, accessible parking and construction zones
- Enhanced accessible public engagement, communications and service delivery practices across City divisions

Overall implementation remains on track across all eight action areas and demonstrates continued progress toward embedding accessibility into organizational planning, service delivery and decision-making across the City.

2. Introduction

Toronto is Canada's largest and most diverse city and is home to approximately 2.79 million residents, including more than 750,000 people with disabilities¹. As Toronto's population grows and ages, disability rates continue to increase, with approximately one in four Torontonians aged 15 years and older reporting a disability². The City recognizes that people with disabilities continue to experience physical, environmental, systemic, social, communication and technology-related

¹ Statistics Canada, *2021 Census of Population* (Catalogue no. 98-316-X2021001); Statistics Canada, *Canadian Survey on Disability, 2022 – Toronto Level Data*; Ontario Ministry of Finance Population Projection

² Statistics Canada. *Canadian Survey on Disability, 2022 – Toronto Level Data*. 2022 SCS-902 / CAS-115925

barriers that can limit equitable access to housing, employment, transportation, recreation, information and other essential services.

Under the *Accessibility for Ontarians with Disabilities Act, 2005* (AODA) and *Ontario Regulation 191/11: Integrated Accessibility Standards*, municipalities are required to develop multi-year accessibility plans outlining how they will identify, remove and prevent barriers to accessibility, and to report publicly on progress made toward meeting accessibility commitments and legislated requirements. The City's [2025–2029 Disability Inclusion Action Plan](#) (DIAP) supports the City's [ongoing commitment to creating an accessible city](#), builds on previous [multi-year accessibility plans](#) and [reported outcomes](#), and reinforces the shared responsibility of all City divisions to embed accessibility, equity and inclusion into planning, decision-making and service delivery.

Progress Reporting

All City divisions are required to participate in annual reporting on AODA compliance requirements and progress made toward implementing DIAP actions. Information gathered through the annual reporting process supports the City's efforts to monitor accessibility compliance, evaluate progress, identify opportunities for continuous improvement and inform the development of annual status reports.

Progress reported in this document reflects updates submitted by City divisions through the annual reporting process.

Progress reporting is organized according to the DIAP's eight action areas which represent the key areas of focus for advancing

accessibility and disability inclusion across City programs, services, and facilities:

- Leadership and Accountability
- Budget and Procurement
- Training and Skills Development
- Equitable Employment
- Equitable Services
- Information, Communication and Technology
- Facilities and Public Spaces
- Transportation

Guiding Principles

The DIAP is grounded in the following six principles that guide the implementation of its 85 actions and the City's approach to advancing accessibility and disability inclusion.



Leadership & Accountability



Collaboration & Engagement



Respect & Dignity



Equity & Inclusion



Accessibility by Design



Innovation & Adaptability

Action Status Definitions

Each action has been assigned a status based on its current stage of implementation. These status categories are

used throughout this report to measure progress toward implementation of the DIAP.



Completed

The action has been fully implemented or substantially achieved during the reporting period.



In Progress – On Track

Work is underway and progressing within anticipated timelines.



In Progress – Delayed

Work has commenced but timelines or implementation have been impacted by operational, resource or other considerations.



Not Started

Implementation has not yet commenced and is expected to begin in a future reporting period.

Toronto Accessibility Advisory Committee

The Toronto Accessibility Advisory Committee (TAAC) plays an important role in advising City Council and staff on accessibility issues and advancing disability inclusion across the city. Required under the *Accessibility for Ontarians with Disabilities Act, 2005* (AODA), TAAC provides advice and recommendations on matters related to accessibility, barrier removal and equitable access to City programs, services, facilities and public spaces.

TAAC’s ongoing involvement helps ensure that the perspectives of people with disabilities continue to inform City decision-making and implementation efforts across the organization.

See [Progress Area: Leadership and Accountability](#) for specific topics brought to TAAC for discussion and consultation in 2025.

3. 2025 Progress Snapshot

In the first year of implementation, the City advanced accessibility and disability inclusion across programs, services, facilities, digital platforms, and public spaces.

Overall Status of Actions

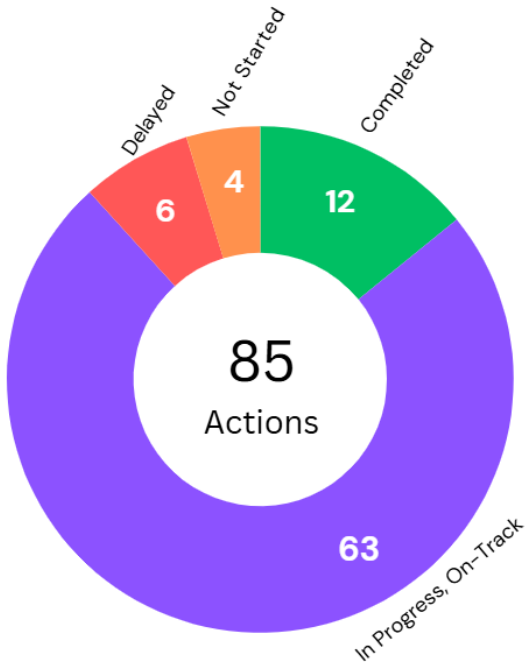


Figure 1 provides an overview of the status of all 85 DIAP actions as of December 31, 2025.

Overall implementation remained on track across all eight action areas and reflects a strong first-year foundation for the 2025-2029 DIAP.

The status of all 85 actions is provided in [Appendix A: Status of All DIAP Actions](#).

Key Organizational Achievements

Governance and Decision-Making

In 2025, the City strengthened accessibility governance and engagement through ongoing collaboration with TAAC, Program Advisory Bodies, community organizations, and people with lived experience of disability. Divisions also further integrated accessibility and equity considerations into planning, budgeting, procurement, public engagement, and decision-making.

Built Environment and Mobility

The City advanced accessibility across facilities, parks, recreation spaces, shelters and transportation infrastructure through accessibility upgrades, inclusive design, and accessibility-focused infrastructure planning. The City also advanced transportation initiatives, including proactive accessible parking planning, construction zone accessibility improvements, accessible pedestrian infrastructure, and curbside accessibility enhancements.

Services, Workforce and Inclusion

The City expanded its adapted and inclusive recreation opportunities, strengthened accessible communications and digital accessibility practices, enhanced accessibility-focused staff training and workplace supports, and improved

accessible public engagement and customer service delivery. Increased use of socio-demographic data also helped divisions better understand barriers experienced by people with disabilities and inform planning, policy development, and service improvements.

Implementation Overview

Leadership and Accountability, Transportation, Facilities and Public Spaces, and Equitable Services demonstrated strong implementation progress, with actions remaining largely on track and several completed during the reporting period. Training and Skills Development, Equitable Employment and Information, Communication and Technology (ICT) advanced initiatives related to staff capacity building, workplace inclusion, accessible communications, digital accessibility, policy modernization, and disability management resources.



Overall, implementation reflects a strong cross-divisional commitment to embedding accessibility across organizational planning, service delivery, infrastructure, transportation initiatives, public engagement, workplace practices, and digital systems across the City.

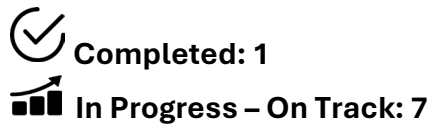
The following sections provide details of the progress made within the DIAP’s eight action areas.

4. Progress By Action Area:

4.1 Leadership & Accountability

Action Area Goals: Strengthen governance, oversight, and responsibility for accessibility across the organization.

Total Actions: 8
Status:



Progress Highlights:

In 2025, the City strengthened leadership and accountability for accessibility and disability inclusion through cross-divisional collaboration, inclusive engagement, enhanced reporting practices, and the integration of accessibility considerations into planning and decision-making processes.

The Social Development Division strengthened organizational accountability for accessibility by enhancing the City’s annual AODA and DIAP reporting process. In 2025, the division introduced a new reporting tool to improve how divisions track, document, and report on accessibility initiatives and legislative compliance requirements. Social Development also continued providing guidance and support to divisional staff to promote consistent reporting and strengthen understanding of

accessibility responsibilities across the organization.

The division also advanced inclusive approaches to decision-making through its [Poverty Reduction Strategy Lived Experience Advisory Group](#). Approximately 62 per cent of resident members identified as having a disability and contributed perspectives related to employment, transportation, service access, and income supports, helping to inform poverty reduction priorities and initiatives.

In 2025, the Toronto Accessibility Advisory Committee (TAAC) provided advice on a broad range of City initiatives. TAAC contributed to implementation of the DIAP by:

- Providing advice on accessibility priorities and emerging issues
- Supporting community engagement efforts
- Reviewing policies, programs and initiatives through an accessibility lens



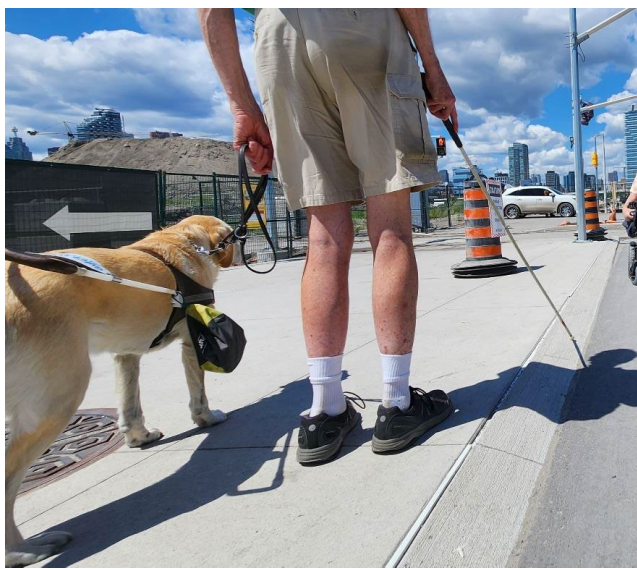
5
Meetings held



18
Agenda items discussed

Transportation Services consulted TAAC on winter maintenance planning, pedestrian streets policy development, accessibility considerations related to hostile vehicle mitigation measures, and construction zone accessibility. Parks and Recreation sought TAAC input on the [Parks and Recreation Facilities Plan Review](#) and [Parkland Strategy Review](#). Seniors Services and Long-Term Care sought TAAC input to inform the

consultation approach for the development of [Seniors Strategy 3.0](#), while Solid Waste Management Services engaged TAAC as part of consultations related to the [Single-Use and Takeaway Items Reduction Strategy](#). The Accessibility Unit also presented the proposed DIAP to TAAC prior to Council adoption in July of 2025.



Several divisions strengthened advisory structures and collaboration to advance accessibility and disability inclusion. Seniors Services and Long-Term Care continued engaging through the [Toronto Seniors Forum](#) and the Seniors Accountability Table to identify and address barriers experienced by older adults, including seniors with visible and invisible disabilities. Parks and Recreation worked with its [Community Disability Steering Committee](#) to inform planning initiatives and conduct site visits at recreation facilities, providing recommendations to address accessibility barriers and improve inclusive design. Transportation Services convened its internal Accessibility Sub-Committee, bringing together staff from across the division and the Toronto Transit Commission to share leading practices and advance divisional accessibility objectives.

Divisions also integrated accessibility considerations into strategic planning and decision-making processes. Children's Services incorporated disability-related socio-demographic data and findings from family engagement activities into the development of the [2025–2030 Child Care and Early Years Service Plan](#). Transportation Services embedded accessibility considerations into the development of guidelines and policies related to accessible parking, construction zones, [CaféTO](#), pedestrian streets, and major snow event response planning.

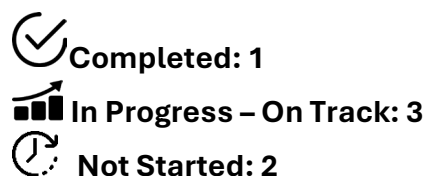
Together, these activities strengthened governance and accountability for accessibility by increasing opportunities for consultation, enhancing organizational reporting practices, and further embedding accessibility considerations into planning, engagement, and decision-making across the City.

4.2 Budget and Procurement

Action Area Goals: Embed accessibility requirements in budgeting processes, capital planning, and procurement decisions.

Total Actions: 6

Status:



Progress Highlights:

In 2025, City divisions advanced accessibility within budgeting and procurement processes by embedding accessibility considerations into equity-responsive budgeting, strengthening procurement guidance, and

initiating work to support accessibility-informed purchasing decisions.

Social Development, in collaboration with Financial Planning, continued advancing Equity Responsive Budgeting practices by developing training modules and tools to support staff in assessing the equity impacts of budget decisions. This work included guidance on the use of the Equity Lens Tool and Equity Impact Statements, helping to strengthen staff capacity to consider how proposed investments may affect equity-deserving communities, including people with disabilities. The Data for Equity Unit also continued embedding disability-focused analysis into equity impact assessments to support informed decision-making and identify opportunities to address systemic barriers experienced by people with disabilities.

In 2025, the Purchasing and Materials Management Division (PMMD) updated its Request for Quotations and Request for Proposal guides to strengthen accessibility considerations within procurement processes. The updated guidance enhances requirements related to compliance with accessibility standards, customer service training obligations, and the City's [Corporate Accessibility Policy](#).

The City Manager's Office coordinated the [2026 BudgetTO](#) public consultations, which included accessible in-person and virtual engagement opportunities designed to support broad participation in discussions related to the City's operating and capital budgets. Accessible consultation sites, community-led engagement initiatives, multilingual survey options, and the integration of demographic questions helped strengthen understanding of resident experiences and priorities. In total, 9,787 online respondents, 901 participants at City-

led consultations, and 341 participants through community-led consultations contributed feedback, with more than half of online respondents indicating that they had not previously participated in a City budget consultation.



In addition, the Customer Experience Division (311), in collaboration with Technology Services and PMMD, initiated planning work to establish a list of approved suppliers that can support accessibility user-testing of new and redeveloped City services, programs, and projects. Initial efforts focused on researching potential vendors and identifying implementation approaches. PMMD also continued advancing accessibility objectives through the City's Social Procurement Program and exploring opportunities to strengthen engagement with businesses owned by people with disabilities.

Several divisions also incorporated accessibility considerations into budget planning and procurement activities. Economic Development and Culture allocated funding to support accessibility improvements within cultural centres and public events, including investments in accessible equipment and visitor supports. Revenue Services integrated accessibility requirements into procurements related to billing, payment, and correspondence systems to help ensure compatibility with assistive technologies and barrier-free user experiences. The division also invested in accessibility improvements within customer service environments and expanded the

availability of accessible communications and alternative formats.

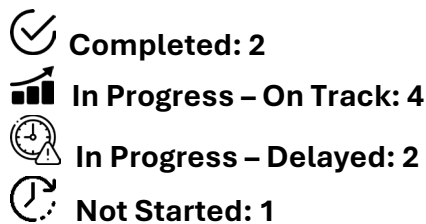
Together, these activities strengthened the integration of accessibility considerations into budgeting, procurement, public engagement, and investment decisions across the organization.

4.3 Training and Skills Development

Action Area Goals: Build staff knowledge and skills to deliver accessible, inclusive programs, services, and communications.

Total Actions: 9

Status:



Progress Highlights:

In 2025, City divisions strengthened staff capacity to advance accessibility and disability inclusion through training, knowledge sharing, and practical learning opportunities designed to support more inclusive workplaces and accessible service delivery.

Multiple divisions expanded learning opportunities focused on disability inclusion, ableism, and equitable practices. Children's Services expanded accessibility-focused learning opportunities through the Every Child Belongs (ECB) Unit, including conference programming, presentations for home childcare operators, and staff education on accommodating disabilities in child care settings, inclusive design

principles, and accessible service delivery. Toronto Shelters and Support Services (TSSS) introduced a training module titled "Challenging Ableism" for operational staff across the division to support compliance with the Toronto Shelter Standards competency requirements.

Divisions also advanced initiatives aimed at fostering more inclusive workplace cultures and leadership practices. Engineering and Construction Services (ECS) delivered thematic discussion sessions on psychological safety, microaggressions, neurodiversity, invisible disabilities, and inclusive communication, engaging more than 300 staff. ECS also enhanced its Aspire mentorship program through inclusive mentor training that addressed unconscious bias, disability inclusion, and supporting diverse mentoring relationships. People and Equity developed a new *Introduction to Disability Management for Managers and Supervisors* training program focused on accommodation responsibilities, return-to-work processes, and available City supports for employees with disabilities. In addition, Customer Experience (311) and Technology Services also developed internal user research and user experience resources to help staff apply accessibility and user-centred service design principles when developing and improving City services.

Accessibility considerations also continued to be integrated into role-specific training, guidance materials, and operational practices across multiple divisions.

Revenue Services provided staff training on disability-inclusive customer service, accessible communication practices, and equitable approaches to service delivery. Communications and Technology Services regularly updated digital accessibility guidance and training resources for web

editors, developers, and content creators to promote accessible web content, plain language, and inclusive digital design. Transportation Services continued delivering mandatory training related to pedestrian accessibility in construction zones and supported accessible implementation of the [CaféTO program](#) through staff guidance and compliance monitoring. Economic Development and Culture incorporated accessibility considerations into staff and volunteer training associated with camps, museums, cultural events, gallery programming, and public art initiatives.

Together, these initiatives strengthened staff knowledge, skills, and awareness related to accessibility and disability inclusion, helping to support more accessible workplaces, communications, programs, services, and public engagement activities across the organization.



4.4 Equitable Employment

Action Area Goals: Advance inclusive hiring, support workplace accommodations, and

improve employment outcomes for staff with disabilities.

Total Actions: 12

Status:

 **In Progress – On Track:** 10
 **In Progress – Delayed:** 2

Progress Highlights:

In 2025, the City advanced equitable employment practices by strengthening workplace policies and supports, improving accommodation resources, advancing workforce equity initiatives, and supporting employee-led disability inclusion efforts.

People and Equity updated the [City's Psychological Health and Safety Policy](#) to enhance organizational approaches to identifying and addressing psychosocial hazards in the workplace. The revised policy clarified divisional expectations related to employee education and awareness, introduced additional guidance for managers, supervisors, and employees, and incorporated practical tools and resources to support implementation. To further strengthen staff understanding of psychosocial health and safety, People and Equity also developed a new *13 Psychosocial Risk Factors* eLearning course aligned with the updated policy and the Canadian Standards Association Standard on Psychological Health and Safety in the Workplace.

People and Equity also continued reviewing the [City's Accommodation Policy](#), procedures, forms and guidelines to improve accommodation outcomes for candidates and employees with disabilities. The division also advanced improvements to ergonomic accommodation processes by developing updated resources and a new referral

process to support requests for ergonomic assessments and assistive technologies. In addition, People and Equity continued reviewing corporate recruitment practices to identify and remove unintended barriers to employment, including assessing driver's licence requirements to ensure they do not create unnecessary barriers for candidates with disabilities.

The City also advanced workforce equity initiatives aimed at increasing employment opportunities for people with disabilities. People and Equity and Toronto Employment and Social Services (TESS) advanced planning for a talent management pilot aimed at increasing employment opportunities and workplace supports for candidates with autism. In 2025, the divisions established a partnership with Ready, Willing & Able to support talent sourcing and organizational readiness activities, while cross-divisional engagement continued to identify potential pilot positions. People and Equity also continued supporting divisional workforce equity strategies designed to increase representation and employment opportunities for people with disabilities across the Toronto Public Service.

People and Equity also continued providing financial support and advisory assistance to the Employee Disability Network (EDN), supporting opportunities for employees with disabilities to connect, share experiences, and contribute to advancing disability inclusion within the workplace. As in previous years, the division supported access to American Sign Language (ASL) interpretation services to facilitate inclusive participation in EDN activities.



Together, these activities strengthened workplace inclusion by enhancing organizational policies, accommodation supports, workforce equity initiatives, and employee-led disability inclusion efforts across the Toronto Public Service.

4.5 Equitable Services

Action Area Goals: Ensure City services are accessible, inclusive, and responsive to diverse needs of residents with disabilities.

Total Actions: 15

Status:

- ✓ **Completed:** 1
- 📊 **In Progress – On Track:** 12
- 🕒 **In Progress – Delayed:** 1
- 🕒 **Not Started:** 1

Progress Highlights:

In 2025, City divisions advanced equitable service delivery by strengthening accessibility supports, expanding inclusive programming, and enhancing public engagement practices to better meet the diverse needs of residents with disabilities.

The City Clerk's Office continued preparations for the 2026 municipal election by advancing implementation of the [Election Accessibility Plan](#) and engaging with accessibility stakeholders through the [Elections Outreach Network](#). Toronto Elections also continued providing accessible voting information and technologies during 2025 by elections, including Voter Assist Terminals, that support private and independent voting through features such as touch-screen and audio interfaces, braille keypads, sip-and-puff devices, rocker paddles, and adjustable font sizes and color contrast settings.



Several divisions strengthened accessibility within public engagement and consultation activities. Parks and Recreation incorporated accessibility considerations into community consultations by providing individualized accommodations, accessible meeting locations, alternate participation options, and consultation materials in accessible formats. Revenue Services embedded accessibility supports into public awareness campaigns and consultations related to programs such as the Vacant Home Tax and Property Tax and Utility Relief Programs, offering multiple participation methods as well as interpretation, captioning, and alternate formats upon request. Social Development also continued integrating accessibility into divisional events and engagement activities through accessible venues, sign language interpretation,

transportation supports, and barrier-free feedback mechanisms.

Economic Development and Culture expanded accessibility within cultural programming, museums, and public events. Nuit Blanche collaborated with disability arts organizations and artists to develop barrier-free programming and introduced the Remote Access Hub in partnership with Tangled Art + Disability, offering livestreamed content that incorporated live audio description, ASL interpretation, and collective access strategies. Museums and heritage sites continued integrating accessibility measures such as tactile and sensory-focused tours, accessible pathways and ramps, transportation supports during events, and alternative interpretive options in locations where heritage considerations limited opportunities for physical accessibility upgrades. Arts Services also continued offering alternative application formats and accessibility supports to encourage participation in funding opportunities and cultural initiatives.

Toronto Shelter and Support Services (TSSS) enhanced accessibility across shelter programs and facilities through accessibility upgrades, specialized supports, and coordinated care models responsive to diverse disability experiences. Divisional initiatives included accessible shelter spaces designed to support residents with mobility, sensory, cognitive, and complex health needs; neurodiversity-informed programming for children and families; and integrated supports such as personal support workers, nursing services, occupational therapy assessments, and coordinated care planning.

Specialized shelter programs continued to support residents with diverse accessibility and health-related needs through accessible

accommodations, health services, care coordination, and individualized supports. Services included medical and nursing supports, personal support worker services, rehabilitation and occupational therapy assessments, mental health services, harm reduction supports, transportation coordination, and assistance accessing mobility devices and community-based services.

TSSS also continued supporting the [Bridges to Housing Program](#), which assists individuals with intellectual and developmental disabilities experiencing homelessness through a multidisciplinary partnership model. The program provides individualized housing, residential, and mental health supports to help participants achieve and maintain stable housing.

To strengthen equitable access to shelter services, TSSS also conducted an accessibility audit of 71 shelter sites and identified 336 accessible beds across the shelter system. This work is helping improve referral processes, support appropriate placements, and strengthen the integration of accessibility information into shelter operations.

Several divisions also advanced initiatives aimed at improving service responsiveness and informing future planning. Toronto Public Health initiated work examining disability-inclusive emergency preparedness service continuity to better understand how emergency planning and operational decision-making impact access to health and rehabilitation services for people with disabilities. Toronto Shelter and Support Services and Ontario Health Toronto continued implementing the Homelessness Health Services Framework to improve planning and coordination of health, mental health, and harm reduction services across

homelessness service settings. Work also continued on the development of a Core Care Model and system-wide planning initiatives designed to strengthen access to low-barrier health, mental health, and harm reduction supports. Toronto Employment and Social Services (TESS) continued coordinating supports related to the Assistance for Children with Severe Disabilities program, helping families navigate available resources and financial supports associated with raising children with disabilities.

Divisions also continued strengthening the collection and use of socio-demographic data to better understand barriers experienced by people with disabilities and inform service planning. TESS conducted research with Ontario Works clients living with disabilities to better understand their experiences, service needs, and interactions with City programs and supports. Seniors Services and Long-Term Care (SSLTC) continued engaging residents, families and care partners through the [CareTO](#) quality improvement initiative to inform service improvements and operational planning. Transportation Services used disability-related survey data to inform initiatives such as the On-Street Accessible Parking Guideline and analyses of RapidTO travel experiences, while Social Development, Parks and Recreation, and other divisions continued applying Data for Equity approaches within surveys, consultations, and program evaluations to support evidence-informed decision-making and identify opportunities to address accessibility barriers.

The Customer Experience (311) Division, in collaboration with Technology Services, completed a new internal resource designed to embed user research and user experience (UX) design practices into customer

experience initiatives. A comprehensive user guide was developed and made available on the City's intranet to support more accessible and user-centred service design practices across the organization.

Together, these initiatives improved access to City programs, services, and supports while helping to inform future service planning and service delivery improvements across the organization.

4.6 Information, Communications & Technology

Action Area Goals: Provide equal access to City information and digital services, with clear, easy-to-find accessibility information.

Total Actions: 11

Status:



Completed: 4



In Progress – On Track: 6



In Progress – Delayed: 1

Progress Highlights:

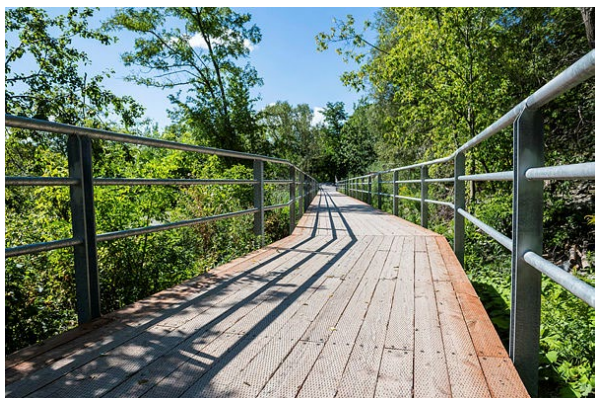
In 2025, City divisions advanced accessibility across information, communications, and technology by strengthening digital accessibility practices, improving access to public information, and embedding accessibility into corporate digital governance, standards, and services. Technology Services completed several foundational initiatives to strengthen the City's digital accessibility framework. The City's Digital Accessibility Standard was updated to align with WCAG 2.1 Level A and AA requirements and expanded to include requirements for PDFs, the City's intranet, and staff-facing applications, providing

clearer expectations for accessible digital services and technology procurements. Technology Services also established a corporate intake process to improve staff access to assistive technologies, software, alternative peripheral devices, and technical support through a centralized ServiceNow request process. In addition, digital accessibility testing records are now maintained through the City's Application Portfolio Management repository, improving oversight of accessibility testing, remediation activities, and compliance across corporate applications.

The Communications Division continued providing accessibility guidance and training to web editors, publishers, social media account owners, and content creators across the organization. Staff received support related to plain language, alternative text, accessible tables and headings, colour contrast, captions, and other practices that promote accessible digital communications. Communications also reinforced governance processes related to digital accessibility by directing divisions to the Digital Accessibility Unit for the review and approval of non-practicable exemption requests. Through Creative Services, the division continued embedding accessibility-by-design principles into public-facing communications materials while maintaining specialized accessibility expertise within its design function. Communications and Technology Services also continued promoting compliance with the City's Web Application User Interface Standard through the development and implementation of accessible design components and templates intended to support AODA-compliant digital experiences.

Several divisions advanced initiatives to improve access to public information and digital services. Technology Services continued embedding accessibility and

equity considerations into the [Digital Infrastructure Strategic Framework](#) and project governance, including the development of an AI Ethics Framework to support inclusive technology planning. Parks and Recreation progressed work to enhance online information related to accessible features within parks, trails, and recreation facilities through planning associated with the [Parks and Trails Wayfinding Standard](#). Economic Development and Culture strengthened accessibility features within t.



These activities contributed to more accessible information and digital experiences while strengthening the City's governance, standards, and processes for delivering accessible digital services.

4.7 Facilities and Public Spaces

Action Area Goals: Enhance accessibility of City buildings, public spaces, and infrastructure through barrier removal and inclusive design.

Total Actions: 14

Status:



Completed: 2



In Progress – On Track: 12

Progress Highlights:

In 2025, City divisions advanced accessibility within facilities and public spaces by improving the accessibility of existing infrastructure, incorporating accessibility into capital planning processes, and enhancing access to recreational and community spaces.

Corporate Real Estate Management (CREM) continued implementing the Toronto Accessibility Upgrades (TAU) Program to support accessibility improvements across City-owned buildings. In 2025, projects were initiated or completed at civic centres, fire halls and other municipal buildings, with upgrades focused on accessible paths of travel, automatic door operators, barrier-free washrooms, accessible elevators, signage, and other features that improve access for both the public and staff. In collaboration with the City Clerk's Office, CREM also completed accessibility improvements to Committee Rooms 1 and 2 at City Hall, including wider paths of travel, designated accessible seating in the public gallery, height-adjustable desks, assistive listening devices available upon request, and enhanced audiovisual systems to support more accessible participation in Council and committee meetings.

Transportation Services continued integrating accessibility considerations into public realm improvements through accessibility-focused site visits and consultations involving people with disabilities and accessibility stakeholders. Feedback gathered through these activities informed reviews related to sidewalks, tactile walking surface indicators, curb ramps, multi-use crossings and other public realm features, helping to identify barriers and inform future design improvements. Additional progress included work to

increase pedestrian clearway standards, strengthen guidance related to temporary ramp, and enhance the accessibility of CaféTO platforms based on user feedback and site visits. In 2025, City Council adopted amendments permitting temporary ramps within the public right-of-way, helping provide interim accessibility solutions for entrances with stairs while supporting safe and accessible pedestrian travel. Through the Missing Sidewalks Program, Transportation Services also advanced the installation of new sidewalks guided by accessibility requirements and City design standards that exceed provincial minimums.



Parks and Recreation advanced accessibility improvements across parks and recreation facilities through state-of-good-repair projects, implementation of the Parks and Recreation Facilities Plan, and ongoing engagement with residents and accessibility advisory bodies. Progress included the installation of accessible beach mats at all 10 supervised swimming beaches to improve access to waterfront amenities, while planning began on the Park Washroom Enhancement Program, a multi-year initiative to upgrade 125 park washrooms to current accessibility standards. The division also celebrated the opening of Scarborough's first fully inclusive outdoor basketball courts at Confederation Park, featuring accessible pathways, wheelchair-friendly court surfaces, accessible spectator areas, and

high-contrast court markings designed to support participation by players and spectators of all abilities.

Toronto Shelter and Support Services (TSSS) enhanced accessibility across shelter programs and facilities through accessibility upgrades, specialized supports, and coordinated care models responsive to diverse disability experiences. Divisional initiatives included accessible shelter spaces designed to support residents with mobility, sensory, cognitive and complex health needs, as well as integrated supports such as personal support workers, nursing services, occupational therapy assessments, and coordinated care planning. TSSS also conducted an accessibility audit of 71 shelter sites and identified 336 accessible beds across the shelter system. This work is supporting improved referral processes and helping connect residents to appropriate shelter placements based on accessibility needs.

The Housing Secretariat strengthened accessibility considerations within housing policy and planning through the [Toronto Builds](#) policy framework, which established accessibility targets aimed at supporting aging in place and encouraging the incorporation of universal design features within affordable housing developments. The Housing Rights Advisory Committee also continued engaging with City staff and community organizations to identify systemic barriers to housing experienced by equity-deserving groups, including people with disabilities. In 2025, the Committee heard directly from disability organizations to better understand emerging trends and challenges related to housing access for people with disabilities, helping to inform advice provided to the City on housing policy and practice.

Together, these initiatives advanced accessibility across City facilities, public spaces, and infrastructure through barrier removal, inclusive design, and accessibility-focused planning, contributing to more inclusive built environments across Toronto.

4.8 Transportation

Action Area Goals: Ensure Toronto's sidewalks, roadways, and transportation services are accessible, equitable, and designed with accessibility fully integrated into all planning and policy decisions.

Total Actions: 10

Status:



Completed: 1



In Progress – On Track: 9

Progress Highlights:

In 2025, City divisions advanced accessible transportation initiatives by improving curbside accessibility, strengthening accessible parking spaces, enhancing pedestrian safety, and expanding mobility supports for people with disabilities across Toronto.



MLS continued supporting accessible vehicle-for-hire services through enhancements to the Vehicle-for-Hire Accessibility Fund Program. In 2025, the program included a one-time \$25,000 grant to help offset the cost of purchasing wheelchair-accessible taxis, alongside ongoing accessibility incentives and

outreach to taxi owners, brokers, and accessible vehicle conversion companies.

Transportation Services advanced several accessibility-focused transportation and curbside management initiatives. In 2025, the division presented the new On-Street Accessible Parking Guideline to the Toronto Accessibility Advisory Committee (TAAC), establishing Toronto's first city-wide, standards-based framework for proactively planning designated accessible parking spaces across residential streets, main streets, and areas near community destinations. The guideline was informed through consultation with disability organizations, accessibility experts, accessible parking permit holders, and residents with disabilities.

As of 2025, 141,732 accessible parking permits had been issued to Toronto residents by the Province through Service Ontario. Toronto also had more than 1,214 dedicated on-street accessible parking spaces and 200 accessible loading zones city-wide. In 2025, Area 1 (Toronto and East York/Scarborough) installed 93 new accessible parking spaces and eight loading zones, while Area 2 (North York/Etobicoke) added six accessible parking spaces and four loading zones.

Complementary updates to Accessible Parking Permit exemptions also came into effect, clarifying how exemptions apply and helping preserve access to curbside parking and loading spaces while addressing situations where oversized vehicles were being stored on City streets for extended periods.

Additional progress included accessibility-focused reviews related to windrow snow clearing operations and ongoing work through the Micromobility Safety Working Group to address safety impacts on vulnerable pedestrians, including seniors

and people with disabilities. In 2025, Transportation Services Traffic Systems Design installed 27 Accessible Pedestrian Signal (APS) systems and corresponding tactile walking surface indicators (TWSIs) at intersections across the city.

5. Conclusion and Next Steps

The 2025 Annual Status Report marks the completion of the first year of implementing the City of Toronto's 2025–2029 Disability Inclusion Action Plan (DIAP). During 2025, City divisions advanced accessibility and disability inclusion across all eight action areas. By the end of the reporting period, 12 actions had been completed, 63 actions were progressing on track, six actions were progressing with delays, and four actions had not yet started. Together, these results demonstrate that implementation of the DIAP is well underway and provide a strong foundation for continued implementation over the remaining four years of the Plan.



As implementation continues, the City will focus on advancing the remaining DIAP actions, supporting divisions in embedding accessibility into their planning, policies, programs, services, and operations, and strengthening accountability through annual reporting. Continued collaboration with

people with disabilities, the Toronto Accessibility Advisory Committee, Program Advisory Bodies, community organizations, and City staff will remain central to implementing the DIAP and identifying opportunities for continuous improvement.

The annual reporting process will continue to provide a transparent framework for monitoring progress, sharing leading practices, and informing future implementation of the DIAP. Through this work, the City will continue advancing accessibility and disability inclusion while identifying, removing, and preventing barriers to participation for people with disabilities.

Appendix A – Status of All DIAP Actions

Action Area One: Leadership and Accountability

Action #	2025- 2029 DIAP Action	Status
1.1	Establish an accountability framework to oversee the implementation of the 2025-2029 Disability Inclusion Action Plan, which will include publication of annual status reports on progress made to advance disability inclusion at the City.	In-progress, on track
1.2	Demonstrate the City of Toronto's commitment to equity and accessibility by having all divisions represented on the Interdivisional Equity and Accessibility Committee. The committee will participate in annual reporting on AODA compliance, progress on the Action Plan and share initiatives and leading practices across the organization.	In-progress, on track
1.3	Continue to consult the Toronto Accessibility Advisory Committee and disability communities to identify, remove and prevent accessibility barriers to advance equitable outcomes for Torontonians with disabilities. This includes revising or developing corporate strategies.	In-progress, on track
1.4	Continue to consult Program Advisory Bodies (PABs) on advancing equity, accessibility, and disability inclusion in City programs, services, and spaces. Accessibility advisory bodies may be established for one-time consultation on a specific topic or established for ongoing engagement within a specific service area.	In-progress, on track
1.5	Ensure that equity and accessibility for people with disabilities are prioritized and embedded into appropriate City strategies and infrastructure plans.	In-progress, on track
1.6	In consultation with people with disabilities, address the needs of disability communities in social development projects and strategic plans to ensure people with disabilities have equitable access to service, programs, and resources.	In-progress, on track
1.7	Ensure that all Equity Impact Statements created through the City's Equity Lens Tool include considerations for accessibility and people with disabilities.	Completed

Action #	2025- 2029 DIAP Action	Status
1.8	To support participation of people with disabilities in public consultations and engagements, implement mandatory requirements that all public notices posted on the City's website must include information on accessibility and available supports.	In-progress, on track

Action Area Two: Budget and Procurement

Action #	DIAP Actions	Status
2.1	Ensure considerations for people with disabilities are prioritized and accessibility is embedded in the earliest planning stages of the City's Equity Responsive Budgeting process. This includes how changes to the budget may decrease, maintain and/or increase inequities for people with disabilities.	In-progress, on track
2.2	Continue to review and update tools and resources to assist City employees in meeting accessibility obligations in procurement as needed.	Completed
2.3	Develop internal staff resources, including training on accessibility criteria that should be included in common City procurements to ensure taxpayer money is not spent on inaccessible goods and services.	Not started
2.4	Develop a list of approved suppliers which can be used by any City division performing accessibility user-testing on new or redeveloped services, programs and projects.	In-progress, on track
2.5	Conduct an accessibility audit of the City's procurement processes to identify opportunities for improved access for businesses owned by people with disabilities.	Not started
2.6	Enhance the City's Social Procurement Program to increase opportunities for businesses owned by people with disabilities. This includes investigating the feasibility of collecting disaggregated business ownership data for City suppliers, including businesses owned by people with disabilities, to improve tracking and reporting.	In-progress, on track

Action Area Three: Training and Skills Development

Action #	DIAP Actions	Status
3.1	Expand training programs and initiatives that will cover topics including ableism, disability inclusion, equitable employment and accessible service delivery.	In-progress, on track
3.2	Require staff to complete the City's Accessibility 101 training course and provincial training courses on the Integrated Standards Regulations (Access Forward Courses) every 5 years or as significant legislative changes are made.	In-progress, on track
3.3	Review the City's Human Rights and Occupational Health and Safety course offerings and explore expansion of disability accommodation training courses to promote responsibilities under the Human Rights Code, the duty to accommodate (and inquire) as well as obligations under the AODA to all staff.	In-progress, delayed
3.4	Develop staff training and resources on conducting accessible and inclusive public consultations and engagements, including best practices for targeted consultation with disability communities.	In-progress, delayed
3.5	Develop staff resources and guidelines to embed user research and user experience (UX) design strategies into customer experience initiatives.	Completed
3.6	Ensure that staff developing web applications and posting content to the City's internet (and intranet) have access to appropriate training and learning resources on digital accessibility.	Completed
3.7	Develop staff training on the use of accessibility features in the City's web conferencing tools, including best practices on how to hold hybrid meetings and events that are accessible and inclusive.	Not Started
3.8	Enhance disability inclusion and awareness by delivering accessibility-focused trainings to employees in City-run shelters and support services. Training will expand upon AODA standards and include topics such as ableism, unconscious biases, visible and invisible disabilities, and inclusive practices that remove barriers and improve access for all individuals.	In-progress, on track

Action #	DIAP Actions	Status
3.9	Develop training requirements and resources for By-law Enforcement and Transportation Standards Officers on the accessibility of applicable City infrastructure such as but not limited to the City's CafeTO program and Construction Zones.	In-progress, on track

Action Area Four: Equitable Employment

Action #	DIAP Actions	Status
4.1	Review and update job descriptions and job ads as appropriate to include relevant qualifications and skill sets on applicable legislated accessibility standards.	In-progress, on track
4.2	Review the City's Accommodation Policy, procedure/form and guidelines to improve equitable outcomes, including timeliness of accommodations, for candidates and employees with disabilities, and where needed, develop resources to support people and employees.	In-progress, delayed
4.3	Create resources for staff on how to request ergonomic and assistive technology.	In-progress, on track
4.4	Identify and remove barriers which impact the timeliness of completing technology-related employee accommodations. This includes reviewing current rosters and contracts to ensure ergonomic equipment and assistive technology can be procured in a timely manner.	In-progress, on track
4.5	Review corporate recruitment processes to identify and remove any unintended accessibility barriers in job descriptions and essential job duties to promote equitable employment practices.	In-progress, on track
4.6	Review, update, and regularly promote policies and procedures that prevent and remove barriers in employment and development opportunities for candidates and staff with disabilities.	In-progress, on track
4.7	Review and update disability-related questions as needed in the City's Employee Engagement survey to continuously examine and improve inclusion and engagement of employees with disabilities.	In-progress, on track

Action #	DIAP Actions	Status
4.8	Continue to support the Employee Disability Network to promote professional development opportunities for employees with disabilities.	In-progress, on track
4.9	Continue to produce annual reports summarizing disability-related inquiries, complaints, and grievances through the Human Rights Office.	In-progress, delayed
4.10	Review and update the City's Psychological Health and Safety Policy and develop an ongoing mental health strategy which includes removing stigma in the workplace, and various training and support programs for City staff, including Mental Health First Aid training.	In-progress, on track
4.11	Advance workforce equity strategies to increase employment and internship opportunities for people with disabilities in the Toronto Public Service.	In-progress, on track
4.12	Develop a talent management pilot program aimed at hiring and supporting successful candidates with autism.	In-progress, on track

Action Area Five: Equitable Services

Action #	DIAP Actions	Status
5.1	Ensure all divisional customer service standards and complaints processes on www.toronto.ca include an active offer for accessible formats, communication supports and/or disability-related accommodations, including contact information on how to request.	In-progress, on track
5.2	Prioritize accessibility and disability inclusion at all City-run public consultations, festivals and events to ensure equitable participation for people with disabilities. Consultations, festivals and events will proactively consider and plan for accessibility supports and individualized accommodations.	In-progress, on track
5.3	Consistently collect socio-demographic data in line with the City's Data for Equity Strategy and Guidelines to better understand how people with disabilities use City programs, services, and	In-progress, on track

Action #	DIAP Actions	Status
	spaces and what barriers are encountered. Where possible, incorporate intersectional analysis to understand diverse experiences.	
5.4	Continue to review and update the City's Equity Lens Tool and related resources to reflect current data and known systemic barriers in City programs and services.	In-progress, on track
5.5	Using data from the Canadian Survey of Disability, prepare a city-wide demographic profile of people with disabilities that can be posted to the City's website.	Not started
5.6	Consult service users with disabilities to identify accessibility-related barriers in divisional run front-line services. Review will consider various types of barriers (social and attitudinal, systemic, physical, or environmental, information, communication and technology) to determine areas of improvement, priority recommendations and suggested timelines for implementation.	In-progress, on track
5.7	Using a human rights-based approach to the Poverty Reduction Strategy, engage people with disabilities on policy and program initiatives and address the disproportionate impacts of poverty including unemployment, housing precarity, and service access barriers experienced by disability communities.	In-progress, on track
5.8	Identify and address food access barriers among people with disabilities using a rights-based approach to service improvement and program development.	In-progress, delayed
5.9	Review eligibility criteria for specialized shelter programs that integrate health services to ensure equitable access for people with disabilities in City-run shelters and support services.	In-progress, on track
5.10	Continue work on the Homelessness Health Services Framework to better support people with mental health and substance use related disabilities who are experiencing homelessness.	In-progress, on track
5.11	Expand the availability of communication supports and alternative formats available to clients using City-run shelters and support services. Communication supports and alternative formats include but are not limited to braille devices, text to text devices, screen reader software, 711 Relay Service, and communication boards or other assistive devices.	In-progress, on track

Action #	DIAP Actions	Status
5.12	Conduct an inventory of available assistive devices at in-person service locations (City Hall and Scarborough Civic Centre) and develop a plan to standardize and improve the availability of technology such as assistive listening devices, microphones, hearing loops, text to text devices and video relay machines where appropriate.	In-progress, on track
5.13	Embed user research and accessibility check points (gating) in Customer Experience and Technology related project life cycles and supporting guidelines to ensure that equity and accessibility are included from the earliest stages of the project/service design.	In-progress, on track
5.14	Review the City's Municipal Elections Accessibility Plan in consultation with the Elections Accessibility Outreach Network to ensure the City's election processes are accessible to electors and candidates with disabilities.	Completed
5.15	Review current gaps and identify opportunities for improving and/or expanding the City's Adapted and Inclusive recreation programming, including outdoor recreation, to ensure people with disabilities have equitable access to recreation programs that promote health and wellness.	In-progress, on track

Action Area Six: Information, Communication & Technology

Action #	DIAP Actions	Status
6.1	Review the accessibility of the City's 311 Customer Experience channels to ensure that people with disabilities can submit service requests, compliments and complaints, and communicate with 311 through various channels. This includes and researching new ASL technology options.	In-progress, on track
6.2	Review the accessibility of 311 on-line submission processes to ensure the processes are equitable, accessible, usable and user friendly and address relevant types of accessibility-related feedback, including feedback on City-provided information, communications and technology.	In-progress, on track

Action #	DIAP Actions	Status
6.3	Review and regularly update public information on the availability of accessible elements and features in City parks and recreation facilities including outdoor pools, outdoor washrooms, trails, beaches, recreation centres, and the Toronto Island Ferry. When accessible elements are out of service, updates will be posted on the City's toronto.ca website.	In-progress, on track
6.4	Develop mandatory requirements for information posted to the City's Festivals & Events Calendar to include detailed information on the availability of accessible features and supports for people with disabilities.	In-progress, on track
6.5	Review and update all City communication policies and guidelines to ensure they contain accessibility requirements and best practices for developing information and communications that are accessible to people with disabilities, including during media briefings and emergency situations.	In-progress, on track
6.6	Upgrade the City's intranet platform and develop an ongoing quality assurance process to ensure content posted for employees meets the City's Digital Accessibility Standard.	In-progress, delayed
6.7	Continue to ensure content uploaded to both the City's intranet (InsideTO) and internet (toronto.ca) is accessible to people with disabilities and adheres to the Digital Accessibility Standard.	Completed
6.8	Create a corporate process which prioritizes access to assistive devices, software, alternative peripheral devices and technical support for staff who use assistive technologies at the City.	Completed
6.9	Regularly review and update the City's Digital Accessibility Standard to ensure that new and emerging best practices are considered.	Completed
6.10	Continue to embed accessibility and equity into the City's Digital Infrastructure Strategic Framework and associated standards, guidelines, policies and processes, including project governance and user testing, to ensure that all technology solutions and digital services are accessible, intuitive and easy to use by everyone.	In-progress, on track

Action #	DIAP Actions	Status
6.11	Maintain a record of all web accessibility testing including what webpages, documents or applications have been tested, subsequent results, exemptions and/or remediation activities and expected remediation timelines, if applicable.	Completed

Action Area Seven: Facilities & Public Spaces

Action #	DIAP Actions	Status
7.1	Continue to prioritize accessibility upgrades and retrofits of existing facilities and public spaces under the City's State of Good Repair Capital Program. Retrofits and upgrades must comply with City developed guidelines, including but not limited to the Toronto Accessibility Design Guidelines, Complete Streets Guidelines, Shelter Design Guidelines and Affordable Housing Guidelines.	In-progress, on track
7.2	Review and update maintenance and inspections schedules to ensure working order of accessible elements and consistent signage and communications are used during service disruptions at City-owned facilities and spaces. This includes ensuring clear paths of travels are maintained in City-run spaces.	In-progress, on track
7.3	Ensure that accessible design and disability inclusion are incorporated into construction and renovation plans for City council and committee rooms at Toronto City Hall.	Completed
7.4	Continue the work of the City's Accessibility Housing Working Group and implement on-going recommendations to increase the accessibility and adaptability of affordable homes across the City.	In-progress, on track
7.5	Identify the accessibility features within the City's existing community housing stock for the purpose of improving the unit advertising and matching process with households on the centralized waitlist that are eligible for a modified unit.	In-progress, on track

Action #	DIAP Actions	Status
7.6	Ensure people with disabilities and appropriate community organizations are represented on all housing focused Council Advisory Bodies (CABs) and Program Advisory Bodies (PABs) at the City, including the Housing Rights Advisory Committee.	In-progress, on track
7.7	Address the growing needs of low- and moderate-income Torontonians with disabilities by continuing to invest federal, provincial, and city funding, as well as city incentives, into creating new accessible, affordable homes, and by delivering housing repairs and accessibility modifications to ensure individuals have safe, accessible, and affordable housing options that are right for them.	In-progress, on track
7.8	Prioritize accessibility-related projects through the implementation of the Parks and Recreation Facilities Plan and other facility projects (such as Park Upgrades, State of Good Repair) to ensure that the City continues to address barriers experienced in City run parks and recreation facilities.	In-progress, on track
7.9	Prioritize accessibility solutions for the City's High Park Movement Strategy, to ensure people with disabilities have equitable access to High Park, including during traffic closures.	In-progress, on track
7.10	Continue to research and incorporate methods to will improve accessibility of city streets and sidewalks in consultation with people with disabilities.	In-progress, on track
7.11	Develop an inspection and enforcement strategy to ensure curb lane patios (CafeTO) are accessible to people with disabilities. This includes a campaign aimed at CafeTO operators to build awareness of mandatory and recommended accessibility features of the CafeTO initiative.	In-progress, on track
7.12	Maintain the Toronto Accessibility Design Guidelines as the mandatory design standards for all City renovation and construction projects.	In-progress, on track
7.13	During reviews of evacuation procedures of City-run facilities, ensure accessibility and considerations for people with disabilities are included.	Completed
7.14	Require that all renovated and/or new City workspaces are accessible to people with disabilities through the City's Workplace ModernTO Program.	In-progress, on track

Action Area Eight: Transportation

Action #	DIAP Actions	Status
8.1	Increase awareness of the Vehicle-for-Hire Accessibility Fund Program available to taxis and vehicle for hire providers to offset the higher cost of providing wheelchair accessible service.	Completed
8.2	Continue to investigate ways to reduce current wait times for accessible on-demand taxis/vehicles for hire to ensure equitable transportation options for people with disabilities across the Greater Toronto Area.	In-progress, on track
8.3	Retain, relocate or increase the number of accessible parking and accessible loading zones when street design changes are considered through community and Wheel-Trans consultation.	In-progress, on track
8.4	Continue to fulfill requests for accessible parking spaces and accessible loading zones.	In-progress, on track
8.5	Develop a public education campaign around accessible parking in the City including but not limited to penalties for misuse.	In-progress, on track
8.6	Investigate and implement safety and accessibility solutions in construction projects that impact the public right of way, pedestrian traffic and wayfinding for people with disabilities.	In-progress, on track
8.7	Undertake an analysis of the operational and financial feasibility of expanding windrow clearing and related winter services to enhance support to seniors and people with disabilities.	In-progress, on track
8.8	Continue to consult the Toronto Accessibility Advisory Committee on potential changes to relevant and applicable bylaws regarding the use of micro-mobility devices and e-scooters on City streets and sidewalks.	In-progress, on track
8.9	Continue to install and fulfill requests for Accessible Pedestrian Signals and Tactile Walking Surface Indicators at road crossings as part of state of good repair road rehabilitation projects.	In-progress, on track
8.10	Continue to implement accessibility design and installation standards for electric vehicle (EV) charging stations to ensure that people with disabilities have equitable access to charging stations at City run facilities.	In-progress, on track