2024 Accessibility Concerns

Concerns raised directly to the Diversity and Inclusion Office and/or through the Customer Contact Center: 36

The feedback process that we have in place was interrupted last year because of the cybersecurity incident. One of the main ways that we receive feedback is over the phone and that was impacted by the incident. As a result, we received less feedback on accessibility barriers in 2024 than we have in previous years.

General Themes:

10 concerns[1] raised related to City programs, policies, facilities, etcetera. Examples included:

- Lack of automatic door openers in City owned facilities
- Lack of operational elevators
- Parking related - request for appropriate parking signage, increases in the number of accessible parking spots, misuse of accessible parking permits.
- Barriers encountered as a result of construction work
- Accommodation requests

7 concerns raised related to private businesses or organizations. Examples included:

- Lack of accessibility when attending a church.
- Experience of ableism by employees at a private business
- Inquiries about AODA enforcement for private business
- Experience of ableism by employees at a private business.

8 inquiries around Digital Accessibility including:

- Best practices for print documents
- Review of documents (Word, PowerPoint, Excel) for accessibility
- Alternate format language on print documents

3 concerns raised specific to the AODA legislation including:

- Design of Public Spaces Standard
- Information and Communication Standard
- Accessibility requirements for new businesses

8 concerns were categorized as General. Examples inquires included:

- Provision of AODA Related policies and forms
- AODA Certification
- Fare Assist Program

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[1] A concern in this context is wide-ranging and could be an accessibility barrier, a consultation with City staff on accessibility or AODA requirements, etcetera.