



Toronto Parking Authority

Multi-Year Accessibility Plan 2020-2024

Introduction

The Integrated Accessibility Standards (“IAS”) under the *Accessibility for Ontarians with Disabilities Act, 2005* (the “AODA”) require Toronto Parking Authority (“TPA”) establish, implement, maintain and document its accessibility policies and multi-year accessibility plans (the “Accessibility Plan”), which outlines TPA’s strategy to prevent and remove barriers for persons with disabilities and meet its obligations under the IAS. TPA’s first plan covering 2014-2019, established TPA’s commitment and policies for creating an accessible environment for employees, customers and members of the public.

This Accessibility Plan will be posted on TPA’s website and will be available in an accessible format upon request. The Accessibility Plan will be reviewed and updated, if applicable, at least once every five years.

Application

The Accessibility Plan applies to all employees and clients of TPA, and where indicated, to TPA’s independent contractor representatives.

Our Commitment

TPA promotes integration and equal opportunity and is committed to meeting the needs of people with disabilities in a timely manner. TPA seeks to achieve this commitment by preventing and removing barriers to accessibility and meeting accessibility requirements under the AODA.

This new 2020-2024 TPA Multi-Year Accessibility Plan (MYAP) reaffirms TPA’s commitment to accessibility, and includes both new and continuing priorities that will help towards identifying, removing and preventing barriers to accessibility. It is organized around the following standards and general requirements of AODA:

- General Accessibility Requirements
- Customer Service
- Information and Communications
- Employment
- Transportation
- Design of Public Spaces

Customer Service

The Accessible Customer Service Standard under the Integrated Accessibility Standard Regulation requires TPA to provide accessible public services for people with disabilities and to ensure that policies and procedures are in place to support this requirement.

Training

- TPA is committed to providing training on the requirements of the customer services standard. TPA will: ensure that appropriate training on the requirements of the customer service standard as it pertains to understanding that people with disabilities may have different needs and finding the best way to help them access goods and services; and maintain records of the training provided; and ensure that our policies, practices and procedures are consistent with the principles of independence, dignity, integration and equality of opportunity; and ensure that training is provided on any changes to TPA's policies on an ongoing basis.
- Ensure that appropriate training on the requirements of the IAS and the Human Rights Code as it pertains to persons with disabilities is provided as soon as practicable to all employees, independent contractor representatives, volunteers, third-party service providers who provide services related to products, services and facilities on TPA's behalf, and persons participating in the development and approval of TPA's policies;

Information and Communications

TPA is committed to making its information and communications accessible to persons with disabilities. TPA will adhere to new accessibility requirements under IAS standards to ensure that information and communications systems and platforms are accessible, and upon request, provided in formats that meet the needs of persons with disabilities.

- Ensure that existing and new processes for receiving and responding to feedback, are accessible to persons with disabilities, by providing or arranging for the provision of accessible formats and communication supports, upon request and in a timely manner;
- As a general principle, where accessible formats and communication supports for persons with disabilities are requested:

- Provide or arrange for the provision of such accessible formats and communication supports;
- Consult with the person making the request to determine the suitability of the accessible format or communication support;
- Provide or arrange for the provision of accessible formats and communication supports in a timely manner that takes into account the person's accessibility needs due to disability, and at a cost no more than the regular cost charged to other persons; and
- Notify the public of the availability of accessible formats and communication supports.

Accessible Websites and Web Content

In accordance with the IAS, TPA made its websites and web content conform to the World Wide Consortium Web Content Accessibility Guidelines (WCAG 2.0) Level AA.

Required Legislative Compliance: January 1, 2014 for WCAG 2.0 Level A – new Internet websites and web content; and January 1, 2021 for WCG 2.0 Level AA – all Internet websites and web content, except for exclusions set out in the IAS.

Employment

The Employment Standard under the Integrated Accessibility Standard Regulation sets out accessibility requirements that TPA must follow to support the recruitment and accommodation of employees. This includes preparing individualized emergency response information for persons with disabilities and making employment practices and workplaces more accessible for new and existing employees with disabilities.

Policies

- Continue to regularly review our human resources policies to prevent or remove systemic employment barriers, ensure they are compliant with legislation and reflect best practices.

Design of Public Space Standards

TPA is committed to incorporating barrier free design principles into public spaces that are newly constructed and redeveloped on or after January 1, 2016, as set out in the IAS.

In particular, TPA is committed to providing accessible parking to its customers which complies with sections 80.32 to 80.39 of the IAS, insofar as those sections apply to TPA.

Additional Information

For more information on this Accessibility Plan or for accessible formats of the Accessibility Plan, please contact TPA as follows:

- By email: aoda@greenpmobility.com.
- In person or by mail: 33 Queen Street East, Toronto, Ontario, M5C 1R5
- By telephone: (416) 393.7275