

TORONTO TRANSIT COMMISSION REPORT NO.

MEETING DATE: February 25, 2013

SUBJECT: 2012 YEAR-END STATUS REPORT ON TTC ACCESSIBLE
TRANSIT SERVICES

ACTION ITEM

RECOMMENDATIONS

It is recommended that the Commission forward this report to the City of Toronto, Metrolinx, the Ontario Ministries of Community and Social Services, Transportation, Energy, Infrastructure, and the Ontario Human Rights Commission, noting that:

- this report fulfils the provincially-legislated requirements in the *Ontarians with Disabilities Act, 2001* for annual documentation of the TTC's accessibility plan;
- Appendix 1 is a report entitled 2012 Year-end Status Report on TTC Accessible Transit Services, which provides a detailed description of the status of the TTC's current activities to improve the accessibility of its facilities and services;
- the TTC is making progress on its commitment to have all TTC services accessible: all conventional bus services provided by the TTC are now accessible and major initiatives are underway to make all streetcar and rapid transit modes accessible;
- all subway trains and 45% of all stations are accessible and, starting in 2014, new accessible streetcars will begin operation;
- the TTC's Easier Access program calls for retrofitting every rapid transit station in the system with elevators and accessibility features, however, due to funding constraints, the program will not be completed until 2025;
- Provincial regulations under the *Accessibility for Ontarians with Disabilities, 2005* (AODA) have been enacted which apply to the TTC and other public sector agencies. Staff continue to monitor progress of the *Accessibility Standard for the Built Environment*, which is the final standard being developed under the AODA. The TTC is in compliance with most of the clauses in the regulations enacted to date, however the full implications for the TTC of a number of the standards remain unclear. As more information is obtained, staff will report to the Commission on the requirements contained in the standards, along with the associated funding implications;

- the Commission has requested that the Province take the lead on implementing some elements of the standards rather than down-loading the responsibility and costs onto service providers. This issue remains unresolved and could become problematic for the TTC; and
- the Province has not made a commitment to fund the costs of complying with the AODA regulations. Additional, unfunded costs resulting from the Provincial requirements may result in increased TTC subsidy requirements from the City, service reductions, and/or fare increases.

FUNDING

The recommendations of this report have no effect on the TTC's operating or capital budgets. Recently-approved regulations under the AODA will increase TTC costs, but these have yet to be determined and will be reported on separately.

BACKGROUND

The TTC is making continuous progress towards its goal of making all of its services and facilities accessible, consistent with the Provincial mandate of an accessible province by 2025. The TTC has reported annually on plans for accessibility improvements since 2004. This report provides a year-end update on TTC activities to make its system accessible.

DISCUSSION

The status of programs and initiatives at the TTC to make its services and facilities accessible to everyone is described in more detail in Appendix 1 entitled, *2012 Year-end Status Report on TTC Accessible Transit Services*. To date, the major TTC accessibility initiatives include:

- the development and expansion of extensive door-to-door service operated by TTC's Wheel-Trans division;
- purchase and deployment of accessible conventional transit buses, which has resulted in all TTC bus routes operating entirely with accessible buses since 2011;
- placement of an order for new low-floor streetcars to replace existing non-accessible streetcars, beginning in 2014;
- the retrofit/construction of 31 subway stations with elevators and other accessibility features to make stations accessible to serve both ambulatory and non-ambulatory people with disabilities, and to facilitate integration between Wheel-Trans specialized services and the TTC's conventional route system; and

- designing all stations on the extension of the University-Spadina Subway to be accessible.

In 2012, the TTC undertook the following specific activities to improve and expand its accessible transit services:

- delivery of the first new accessible low-floor streetcar for testing;
- delivery of 16 new accessible Toronto Rocket (TR) subway trains for a total of 27 TR trains in service at the end of 2012;
- completing the delivery of 201 new accessible Wheel-Trans buses to replace the existing Wheel-Trans fleet;
- completing accessibility improvements at St Andrew Station, including the installation of one elevator, accessible doors, accessible fare equipment, and other modifications;
- proceeding with designs to retrofit additional subway stations with elevators and other accessibility features;
- collaborating with Metrolinx on the design of the Eglinton-Crosstown Light Rail Line, which will be fully accessible;
- launch of elevator “e-alerts” to provide faster notification of elevator outages to customers;
- piloting a program to encourage Wheel-Trans registrants to make more extensive use of conventional TTC services; and
- hosting the fifth annual public meeting regarding TTC accessible transit services with the assistance of the Commission’s Advisory Committee on Accessible Transit (ACAT).

Some, or all, of these programs, budgets, and schedules to improve system accessibility may be affected by the recently-enacted Provincial *Integrated Accessibility Standards Regulation* (IASR), as discussed below.

Regulations to Implement the Accessibility for Ontarians with Disabilities Act (2005)

The objective of the *Accessibility for Ontarians with Disabilities Act, 2005* (AODA) is to have all public facilities and services in Ontario accessible by 2025. The Province of Ontario has developed regulations to achieve this goal, a number of which affect the TTC’s priorities and operating expenses.

The regulation under the AODA pertaining to customer service came into effect in 2010. In July 2011, the Province enacted the *Integrated Accessibility Standards Regulation* (IASR) providing standards for accessible transportation, employment, and information and communications. The TTC is already in compliance with many of the IASR regulations and is taking actions to ensure future and ongoing compliance, as required.

The Ontario Public Transit Association has collaborated with service providers, including the TTC, to request that the Province provide assistance with the implementation of the IASR, in particular with respect to the creation of a formal Provincial designation of “support persons” who are exempt from paying a transit fare under the regulation. This remains an unresolved issue and, unless the Province responds with implementation guidelines, the TTC, and other transit operators, will be required to make difficult medical-based decisions about which travelers qualify for having a free-fare attendant. This would be very difficult for individual bus or streetcar operators to adjudicate or apply.

The development of built environment accessibility standards took a major step forward in 2012 with the release of finalized outdoor public space accessibility standards. These standards took effect on January 1, 2013 and will require that exterior built environment elements, such as pedestrian routes, ramps, and stairs, meet new accessibility requirements. Built environment accessibility standards regarding elements that are covered by the Ontario Building Code (OBC), such as interior pedestrian routes, washrooms, etc., are expected to be integrated into an updated version of the OBC over the coming years.

The aim of these built environment accessibility standards is to help remove barriers in buildings and outdoor spaces for people with disabilities; however, the standards will only apply to new construction and extensive renovation. Additionally, while it was originally expected that the built environment standards would include requirements for transit stations and bus stops, these elements have yet to be developed. Should development proceed on these elements, this could potentially require major changes to TTC and City of Toronto transit facilities, including stations, terminals, and stops.

Status of Funding for Accessibility Initiatives

Pressures on the TTC’s long-term capital budget have already resulted in deferring completion of the station retrofit program from 2020 to 2025. The Province has not responded favourably to any of the TTC’s requests to provide funding to accelerate the program. Similarly, the Province has not agreed to fund any of the changes required as a result of the accessibility regulations. If funding is not forthcoming to allow the TTC to meet Provincial accessibility regulations, the costs associated with altering services, vehicles, and stations may result in reductions in service and/or the need to raise fares. The Commission has formally conveyed these concerns to the Province.

SUMMARY

The TTC's many and varied accessibility objectives could be met more quickly with additional funding from the Province. The TTC's accessibility initiatives, including budgets and schedules, are affected by Provincial regulations on accessibility. The Province has not made a commitment to fund the cost of changes which will result from the regulations.

There are still some outstanding issues which require clarification from the Province, such as a definition for "Support Persons" on transit. Despite these challenges, the TTC remains committed to making its services accessible in order to better meet the needs of people with disabilities, seniors, and other travelers. The TTC has a systematic program in place to ensure that this is accomplished in as cost-effective and timely a way as possible.

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Attachment: Appendix 1: 2012 Year-End Status Report on TTC Accessible Transit Services

Appendix 1

2012 Year-End Status Report on TTC Accessible Transit Services

Publicly-funded transportation for people with disabilities has been provided in Toronto since 1975, when a pilot project provided service for a small number of non-ambulatory people making a limited number of trips. Since that time, TTC services that accommodate ambulatory and non-ambulatory people with disabilities, on both specialized and conventional services, have grown tremendously.

Virtually all TTC customers benefit from the accessibility features being implemented on conventional services, including accessible low-floor vehicles, elevators, escalators, automatic accessible doors, and improved customer information systems. However, for many seniors, and others who have limited agility, strength, and balance, these features are essential. Therefore, while planning for improved accessibility naturally focuses on overcoming impediments to travel by people with disabilities and seniors, all TTC customers will be better off with improved system accessibility.

In 1989, the *Choices for the Future* study concluded that the demand for transit trips by people with disabilities in Toronto could be met through the integration of the TTC's specialized Wheel-Trans service and with twenty 'key' accessible subway stations. The TTC's Easier Access program was initiated to address the accessibility of these key stations with the objective of providing people with mobility limitations with an alternative to travelling solely on the specialized service. This reduces the segregation of people with disabilities and provides the potential for spontaneous travel without pre-booking trips on the TTC's specialized Wheel-Trans service.

Over the years, the program to make stations accessible was expanded to include eventually retrofitting all existing subway stations with elevators and accessibility features and requiring all new rapid transit and LRT stations to be accessible. The TTC also took the initiative to implement a policy requiring all new vehicles to be accessible. This decision was implemented a number of years before the Provincial accessible transportation standard was in place.

As a result, thirty-one existing stations are now accessible, 55% more than was originally envisioned in 1989. In addition, all of the stations on the Sheppard Subway were constructed with elevator access, and all the stations in the Toronto-York Spadina Subway Extension are being built to TTC and AODA accessibility standards.

Advisory Committee on Accessible Transit (ACAT)

There are many types of mobility difficulties experienced by individual TTC passengers, and it is a complex task to accommodate all of these needs. The TTC has established an ongoing process for consulting with, and tapping into the expertise of, people with

disabilities and to enlist their support in the search for solutions that work for everyone. This is primarily accomplished through consultation with the TTC's Advisory Committee on Accessible Transit (ACAT), a 15-member group representing a broad spectrum of people with disabilities, and seniors.

ACAT and its subcommittees meet regularly and provide advice to TTC staff regarding communications, design review, service planning, and Wheel-Trans operations matters. The time and commitment made by members of the ACAT has been, and will continue to be, invaluable in implementing the TTC's accessibility plans.

Accessible Customer Service Initiatives

Several customer service initiatives related to accessibility were launched in 2012. In March 2012, the TTC formed its first Customer Liaison Panel (CLP), which was a key recommendation of the 2010 report of the Customer Service Advisory Panel. The objective of the CLP is to provide a mechanism for on-going customer participation in the TTC, and it includes one member representing ACAT.

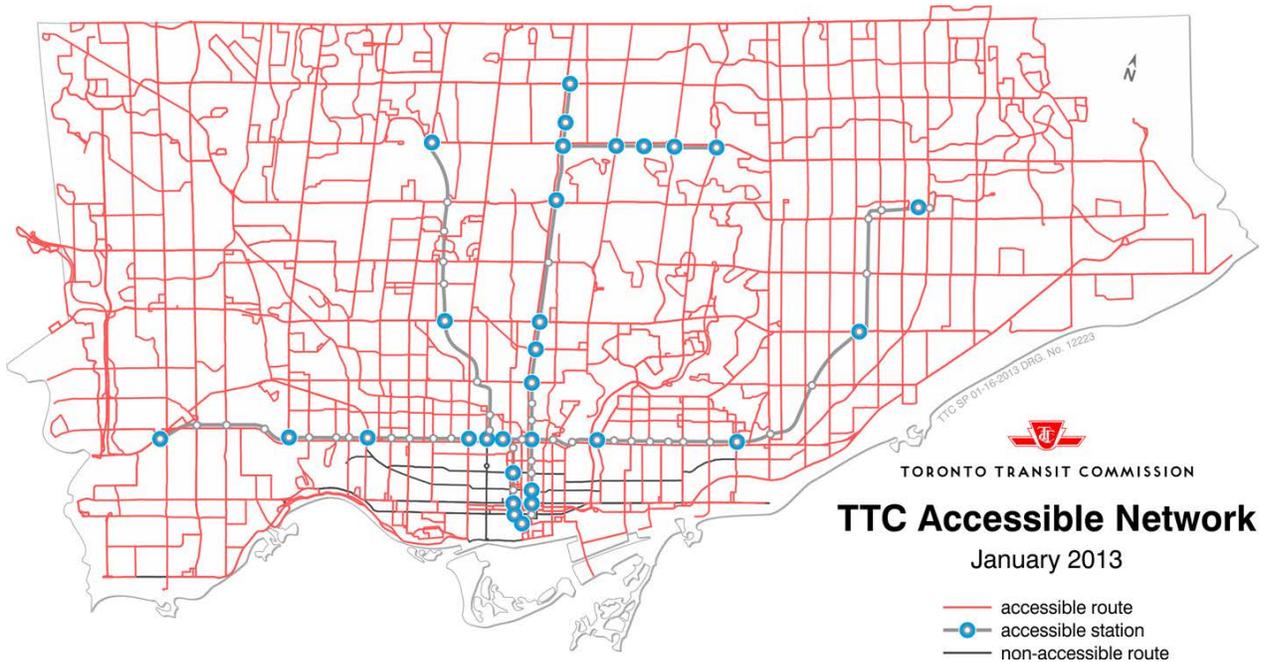
A key goal for the TTC is to ensure that its elevators and escalators are always available. To further this goal, the TTC is now producing a Daily Customer Service Report which provides the latest information about the TTC's system performance. This report includes information on the availability of elevator and escalator service in the TTC's rapid transit stations. In 2012, the TTC also implemented a new feature on its e-Alerts subscription service, allowing customers to be automatically notified by email about elevator outages as well as elevators returned to service after repairs.

Enhanced sensitivity training continues to be provided to Operators in addition to on-going ACAT initiatives to discuss accessibility issues one-on-one with Operators at the divisional level.

System Accessibility Status

Exhibit 1 illustrates that accessible conventional transit service is now being provided in most of the City of Toronto. The elements which are not yet accessible are the streetcar network and approximately half of the TTC's subway stations. Current plans call for the streetcar network to begin to become accessible in 2014, and to be fully accessible by 2019. All subway stations are to be accessible by 2025. Work is ongoing to advance both of these initiatives.

Exhibit 1



Accessible Stations and Facilities

As of 2012 “Easier Access” upgrades have been fully implemented at thirty-one TTC stations. Upgrades completed at each of these stations have included the installation of one or more elevators, new accessible turnstiles, automatic doors, and new signage and wayfinding. In 2012, St. Andrew Station became accessible with the installation of a new elevator to platform level. Table 1 lists the TTC stations with elevators in operation at year-end 2012.

Bus-platform level accessibility features have also been implemented on an accelerated basis at ten additional subway stations. These improvements, which allow for accessible bus-to-bus and bus-to-street transfers, complement the system-wide introduction of accessible buses. This means that transfers between accessible bus routes within these subway stations, and fare gates and doors to the street, are accessible in advance of the installation of elevators and the other features involved in the complete retrofit program. All of the new accessibility features at these stations were completed in 2009 and 2010.

Table 1: Elevator and Easier Access Installations Completed To Date

LOCATION	NO. OF ELEVATORS	YEAR of Completion
Queens Quay Station *	1	1990
Downsview Station	3	1996
Yonge / Bloor Station	5	
St. Clair West Station *	1	
Union Station	3	
Queen Station	2	1997
Spadina Station	3	
Kipling Station	2	1999
St. George Station	2	
Finch Station	4	
Kennedy Station	3	
Bathurst Station	2	
Scarborough Centre Station	2	
Queen's Park Station	2	2002
Davisville Station	4	
Sheppard Station	7	
Bayview Station	4	
Bessarion Station	2	
Leslie Station	2	
Don Mills Station	5	
Dundas West Station	2	
Dundas Station	1	
Eglinton Station	1	2004
Main Street Station	2	
Eglinton West Station	2	2005
Broadview Station	2	2006
Jane Station	3	
Osgoode Station	1	
York Mills Station	2	2007
St. Clair Station	2	
North York Centre Station	2	2009
Victoria Park Station	3	2011
St. Andrew Station	1	2012

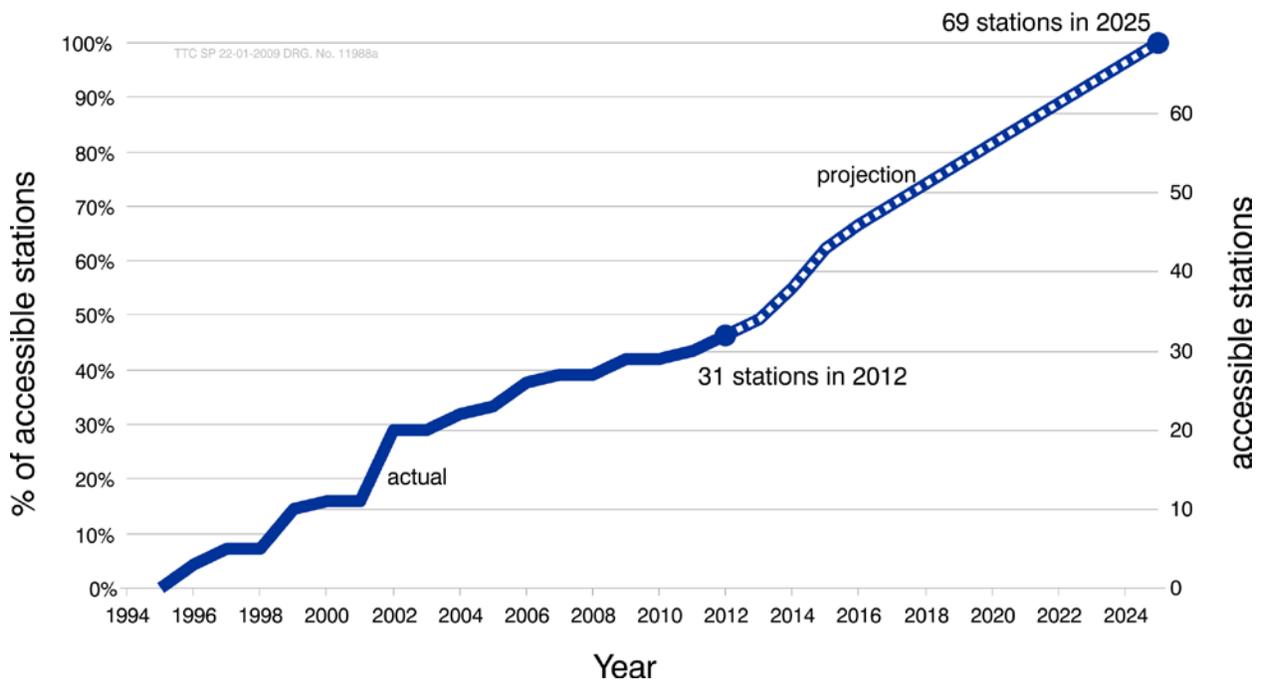
*Elevator only

As illustrated in Exhibit 2, the long-term commitment to equip all existing stations in the system with elevators and easier-access features is proceeding on a schedule to have all of the stations complete by 2025. This schedule is based on station Easier Access priority rankings which were developed in consultation with ACAT, taking into account ridership, geographic location, and other criteria. These priority rankings are reviewed periodically.

Exhibit 2

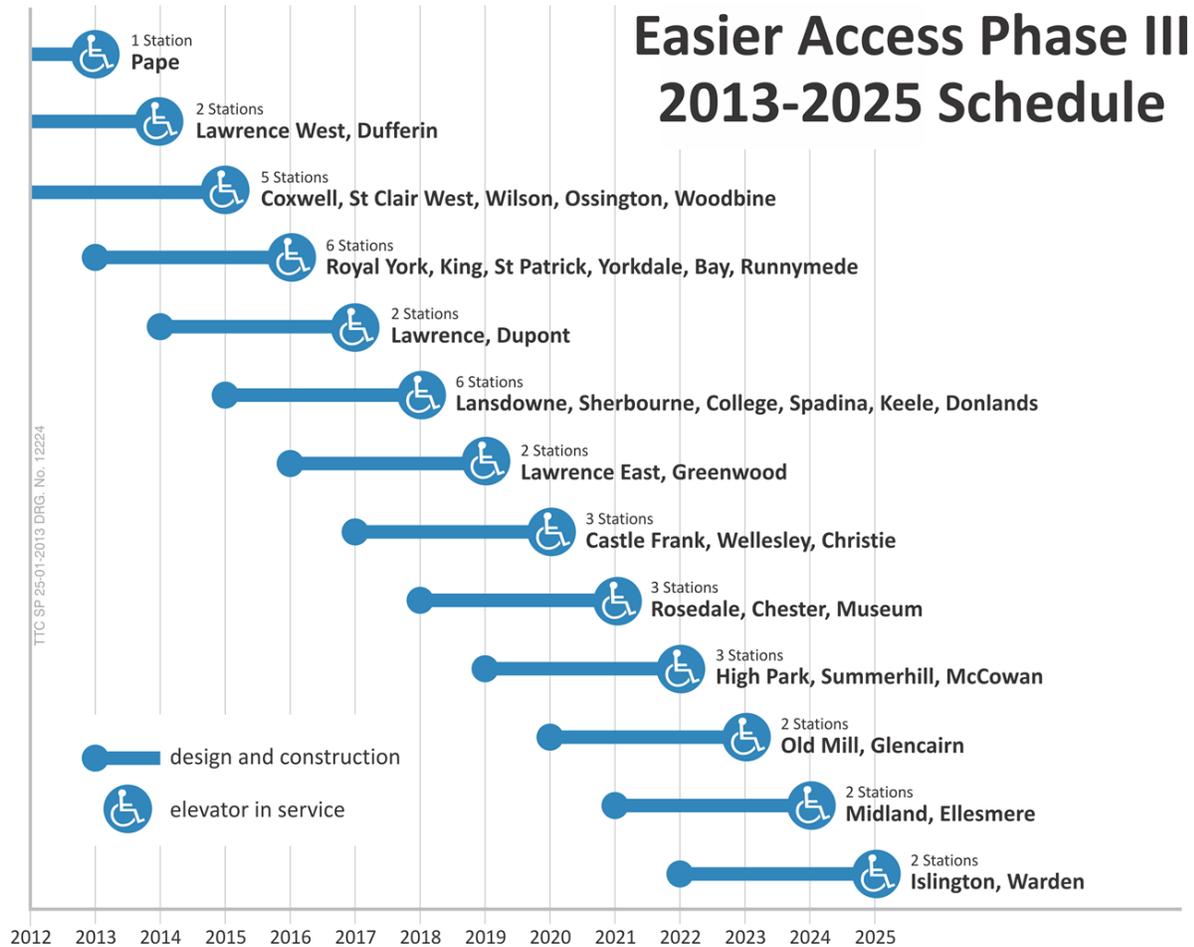
Accessible Subway & RT Stations

1994-2012, projected to 2025



Design and construction work is underway at several TTC subway stations to implement the next phase of the Easier Access program. Exhibit 3 shows the expected date of completion for elevator installation in the remaining 39 stations.

Exhibit 3



Previous plans called for all stations to be accessible by the end of 2020. However, recent budget constraints have resulted in an extension of the completion target to 2025. All future subway expansions, including the University-Spadina subway extension from Downsview Station into York Region, will also have stations built to TTC accessibility standards.

Toronto Rocket Subway Cars

All TTC subway and Scarborough Rapid Transit cars have level-boarding and are accessible to ambulatory and non-ambulatory customers. However, the subway cars are better equipped and more-readily meet the needs of customers with disabilities.

In 2011, new Toronto Rocket subway trains began entering revenue service. The accessibility features for these state-of-the-art subway cars include eight double-sliding side doors for entry and exit by people with mobility devices and others, end

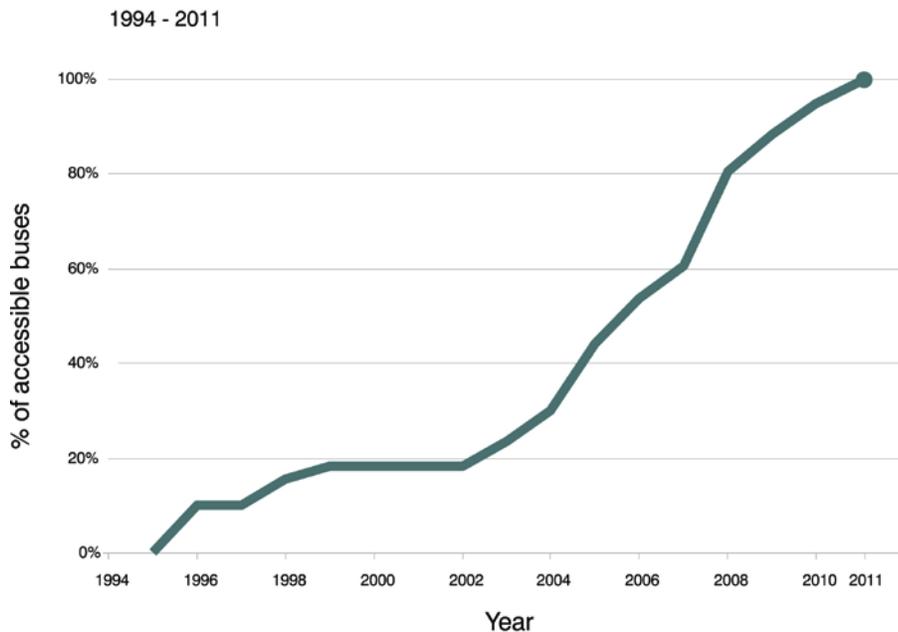
door/emergency detrainment ramp at each end of the train, a wheelchair accessible interior layout, digital and audio communications systems along with video surveillance, multiple video screens and electronic trip maps, a passenger assistance intercom system and passenger assistance alarm strips. At the end of 2012, there were twenty-seven Toronto Rocket train sets available for service on the Yonge-University-Spadina subway line. As more Toronto Rocket trains enter service, the older H5 series subway cars, which are accessible but do not have a designated seating area for mobility device users, will be gradually retired from service.

The initial response to the Toronto Rocket trains by the public, including the TTC’s customers with disabilities who use the subway system, has been positive. However, based on ACAT and customer feedback, design work is now underway to implement additional modifications to further improve the level of accessibility provided by these trains, including exterior chimes at each door and an improved guide/barrier external to the train at inter-car locations.

Accessible Conventional Bus Services

In 2011, the TTC reached an important milestone in achieving a fully-accessible fleet of buses. This was the culmination of a 15-year process of purchasing accessible buses to replace older vehicles in the fleet, as illustrated in Exhibit 4. The first accessible conventional bus route was in place in 1996 - the same year the first accessible subway station was opened. Procurement and design is now underway for the TTC’s first accessible articulated buses, which are expected to be delivered in late 2013.

Exhibit 4
Accessible Conventional Buses



TTC buses are equipped either with a ramp, or a lift, which is a motorized unit that the operator deploys on request. This equipment is normally reliable and functions well. However, if a motorized ramp is not functioning, it can be deployed manually by the operator, as required. Repairs to the ramp mechanism are then made in the garage at the end of the day. The TTC also operates a limited number of lift-equipped buses, although these buses will be phased out of the fleet in the next four years. If a motorized lift is not functioning, arrangements are made to accommodate the passenger on a following bus, or on Wheel-Trans, and the equipment is repaired when the bus returns to the garage.

Ramp and lift serviceability is checked in several ways. Operators cycle the ramp/lift during their circle check before leaving the garage. If it will not deploy as intended, the bus does not go out into service until it is repaired. If a ramp or lift is deployed in service and will not stow properly, the bus is taken out of service and maintenance crews are assigned to attend to the bus and probably change it off for another one. Within the garage, the preventive maintenance program assesses ramp functionality and structural integrity every 10,000 km, as well as during the comprehensive Semi-Annual Inspection every six months. As well, due to their additional complexity, lift systems are further maintained during a separate prescribed maintenance program every six months, during which access to the mechanisms is gained for cleaning, lubrication, and adjustment. Defects found during any of these inspections are repaired before the bus is released again for service.

Accessible Conventional Streetcar Services

The current inaccessible streetcar fleet will be replaced with 204 modern, accessible low-floor streetcars starting in 2014, with complete replacement scheduled by 2019. These vehicles will provide accessible service on the entire streetcar network and will be a major step forward for the TTC towards making all of its conventional transit services accessible. The first new low-floor streetcar arrived on TTC property in September 2012 and will be undergoing a series of performance, reliability, and safety tests throughout 2013 before entering revenue service. ACAT will assist the TTC in 2013 in evaluating the accessibility features of the new streetcars and will recommend design changes as necessary.

In conjunction with the introduction of the new low-floor streetcars, modifications will be made to existing streetcar platforms and on-street stops to implement accessibility features. In 2012, work was undertaken on the Spadina streetcar right-of-way to prepare for the new low-floor streetcars, including platform and shelter adjustments. The City of Toronto will begin the process of installing curb ramps at existing on-street streetcar stops starting in 2013. PRESTO fare-vending machines will also be installed at high demand stops as part of this work.

Wheel-Trans Services

In 2012, the TTC's Wheel-Trans operation provided to-the-door service for 46,800 active registrants who have restricted physical functional mobility, an increase of 17% from

2011. Ridership in 2012, on the TTC's Wheel-Trans services, was 2.9 million trips, which is four percent more than the number of passengers carried in 2011. To provide quality service to these and future registrants, 201 new low-floor specialized buses were acquired over the past four years to completely replace the fleet of older Wheel-Trans buses.

Wheel-Trans is committed to improving customer service for its registrants. In 2012, Wheel-Trans launched a significant improvement to its booking service, allowing registrants to book trips up to seven days in advance. Wheel-Trans also piloted a new trip integration program in 2012 to encourage Wheel-Trans registrants to make more extensive use of conventional TTC services.

Additional customer service initiatives are underway for 2013: as of January 1, Wheel-Trans service is available 24 hours per day, matching the hours of service of the conventional system and, in order to reduce wait times for Wheel-Trans customers, a "Call Ahead" service is under development, which will inform customers just ahead of a pending trip arrival. It is anticipated that this service will be in place by fall 2013.

In order to forecast Wheel-Trans demand, Toronto population projections and census data are reviewed annually. The number of new Wheel-Trans registrants each year is projected based on historical data and by matching the effect of an increase in population by age group against an increase in active registrants. The projected average number of trips demanded per registrant for years 2013-2023 is based on 2007-2011 historical data.

Improving the accessibility of conventional services will allow a larger percentage of current and future Wheel-Trans registrants to make more use of the conventional system and to benefit from spontaneous trip-making and more-flexible travel options. This is a factor when developing the Wheel-Trans demand forecast as it is anticipated that the integration of the TTC's conventional and to-the-door services will make it more-practical for some Wheel-Trans registrants to travel on the conventional system. While improving the accessibility of conventional services will never eliminate the need for all to-the-door services, the improvements to conventional services will permit a larger percentage of people with disabilities to travel on accessible conventional services.

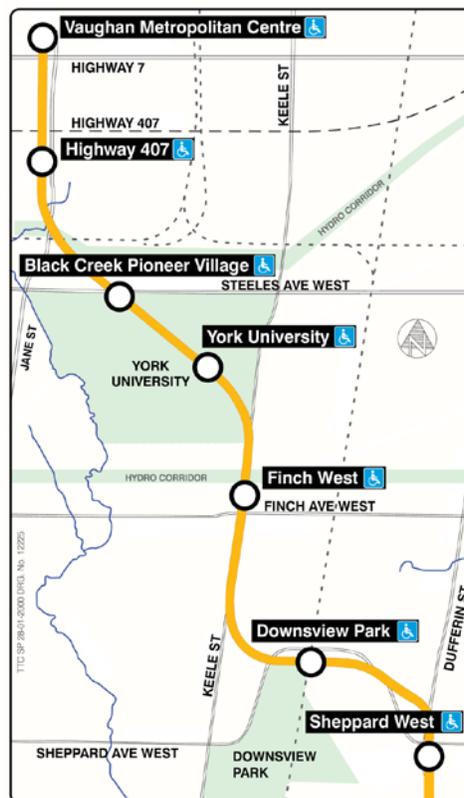
The increased use of accessible conventional services will also have a financial benefit, because it will moderate the increasing demand for to-the-door service, which is expensive on a cost-per-trip basis. It also provides the opportunity to improve the efficiency of Wheel-Trans services through better integration with conventional services.

Accessibility of Rapid Transit Expansion Projects

Work progressed in 2012 on the 6.2-kilometre Toronto-York Spadina Subway Extension with opening day for the line planned for late 2016. The extension will go from Downsview Station (to be renamed to Sheppard West Station), which is already accessible, northerly to York University and Vaughan Metropolitan Centre Station.

Exhibit 5 shows the six new accessible stations that will be added to the subway system when the project is completed. All the stations will be constructed to TTC accessibility standards with elevators, escalators, accessible doors, accessible fare lines, visual and audible messaging systems, tactile paths and platform edge tiles, high levels of lighting, etc. The new commuter parking lots will have designated accessible parking spaces for people with disabilities. The designs for the stations were reviewed by ACAT at critical points in the process to ensure that each station will provide a high quality of accessibility.

Exhibit 5 Toronto-York Spadina Subway Extension



The TTC will also be collaborating with Metrolinx to ensure that all new light rail stations, along the Eglinton Crosstown LRT and other LRT lines, including subway interchanges and bus terminals, are accessible and provide a seamless customer experience throughout.

All of these new accessible stations will provide further opportunities for the integration of accessible conventional and specialized services in Toronto and from other jurisdictions which use the stations and facilities.

Public Forum on Accessible Transit Service

In addition to working with ACAT and its various subcommittees, the TTC also uses a number of other methods to provide information and obtain input from the public on accessibility issues. In May 2012, the TTC held its fifth annual public forum to discuss TTC accessible conventional and specialized services, vehicles, and facilities. This event, which is popular with TTC’s customers with disabilities, provides an opportunity for TTC senior staff and ACAT representatives to hear directly from customers about their complaints and commendations, requests for change, and accessibility priorities. TTC’s management and ACAT take this input into account when assessing TTC services and in the development of plans and budgets. Table 3, ‘Public Forum – Summary of Responses in 2012’, provides a summary classification of the comments received. This summary was developed with the assistance of a subcommittee of ACAT through an assessment of all of the individual comments received.

Table 3: Public Forum - Summary of Responses in 2012

Category	Number of comments	% of all comments
Specialized (Wheel-Trans) Service:		
• Reservations/Appointment Bookings	45	10.0%
• Marketing/Customer Service	97	21.6%
• Level of/Extensions of Service	13	2.9%
• Service Reliability	7	1.5%
• Vehicles (Buses/Taxis/ Minivans)	7	1.5%
• Other (Specific policy, fare issues, etc.)	13	2.9%
Subtotal	182	40.4%
Conventional Service:		
• Marketing/Customer Service	42	9.3%
• Level of/Extensions of Service	24	5.3%
• Stations/Terminals/Stops	32	7.1%
• Access (Elevators/Escalators/Lifts)	22	4.9%
• Vehicles (Buses/Streetcars/Subway)	49	10.9%
• Other	16	3.6%
Subtotal	185	41.1%
Other (General policy, fare issues, etc.)	31	6.9%
Conduct of the Forum	52	11.6%
Total of Concerns	450	100%
Commendations	36	
Total Comments Received	486	

Funding for Accessible Services

The rate at which the TTC's conventional services can be made accessible is highly dependent on the level of funding provided for accessibility initiatives. The TTC's Capital Program includes two major projects that will significantly improve accessibility on the system: the replacement of the existing fleet of streetcars with low-floor accessible streetcars, and the continuing construction of elevators in stations. In 2010 and 2011, pressures on the TTC's long-term capital budget resulted in the program for the retrofitting of stations with elevators having to be extended by five years, so the completion target for the program has slipped from 2020 to 2025.

Accessibility for Ontarians with Disabilities Act, 2005 (AODA) and the Integrated Accessibility Standards Regulation (IASR)

The Province of Ontario has enacted AODA regulations establishing Accessibility Standards for Customer Service, as well as accessibility standards for transportation, information and communications, and employment, which have been implemented together as the Integrated Accessibility Standards Regulation (IASR). Standards related to the built environment are currently under development: final exterior built environment standards were released in December 2012 as an amendment to the IASR and interior standards are currently expected to be incorporated into a future revision of the Ontario Building Code. These standards apply community-wide, and they will directly affect the TTC delivery of accessible services including operating costs and the timing and priority of implementation of TTC initiatives.

Implementation of the IASR began in 2011 and will be phased in over the next several years. The TTC already complies with many of the IASR requirements and will comply with the remainder of the requirements as they become applicable.

TTC staff continue to be concerned that some elements of the IASR will be challenging for the TTC to address. The TTC has asked that the Province take the lead on implementing specific elements of the standards rather than down-loading the responsibility and costs onto service providers. In particular, the TTC has asked that the Province put in place a provincial designation process related to support persons to make it feasible to implement the requirements of the regulations related to support persons in a practical, effective, and consistent way.

The Ministry of Community and Social Services has also, repeatedly, been made aware of the potential cost of implementing the regulations and that these costs may result in reduced transit service and the need to increase fares. However, to date, the Province has not responded positively to the TTC's request regarding leadership or funding related to the implementation of the standards being imposed.

The Canadian Urban Transit Association and the Ontario Public Transit Association, in consultation with the TTC and other service providers in Ontario, are undertaking assessments of a number of the requirements of the IASR in order to achieve uniform

approaches and to minimize inconsistent implementation of accessible transportation standards for people with disabilities. The results of these exercises and the resulting implications for the TTC will be reported in future updates and accessibility plans.

Summary

The TTC is committed to creating a transit system that is universally accessible for everyone, regardless of ability. Following the implementation of a fully-accessible bus network in 2011, the TTC will continue to make further accessibility improvements on conventional services and to integrate services for Wheel-Trans registrants. Nearly half of the TTC's subway stations are now accessible, and additional stations will become accessible every year until the system is fully accessible in 2025. The first low-floor accessible streetcars will enter service next year and other accessible service initiatives are also underway. As a result of accessibility improvements to the conventional system, greater use of accessible conventional services by people with mobility difficulties will become increasingly feasible and attractive.