



## STAFF REPORT ACTION REQUIRED

### 2017 Accessibility Plan Status Update

<b>Date:</b>	April 20, 2017
<b>To:</b>	TTC Board
<b>From:</b>	Chief Executive Officer

### Summary

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This report describes, in detail, the TTC's progress towards meeting the objectives of the *2014-2018 TTC Multi-Year Accessibility Plan*. That plan outlined 41 objectives relating to improving the accessibility of TTC services and facilities over the five-year period from 2014-2018. In total, 24 of the 41 objectives have now been completed. Work to complete the remaining objectives is ongoing.

Key accomplishments in 2016 included:

- modernizing Ossington Station, with two new elevators, automatic sliding doors, wayfinding signage, fare gates, and a Wheel-Trans bus bay;
- installing electronic (audible) external announcement systems on buses and streetcars to advise customers of the vehicle's route and destination prior to boarding;
- expanding Wheel-Trans eligibility to enable any customer with an Ontario Human Rights Code recognized disability that prevents them from using conventional transit for part or all of their trip to access the specialized transit system, as part of the *Wheel-Trans 10-Year Strategy and Transformation Program*; and
- expanding the terms of reference for the Advisory Committee on Accessible Transit (ACAT).

Major planned initiatives from 2017 to 2018 include:

- completing "Easier Access" accessibility upgrades, including elevators, automatic doors, and improved signage and wayfinding, at five additional subway stations;
- piloting changes to two (2) community bus routes;
- launching the "Family of Services" pilot to expand service offerings to Wheel-Trans registered customers to use designated sections of the conventional transit system;
- procuring 80 new, smaller Wheel-Trans buses better able to navigate narrow downtown streets;
- completing the rollout of electronic external route announcements in the subway system;
- continuing implementation of the *Wheel-Trans Transformation Program*; and
- implementing a real-time elevator/escalator monitoring system to reduce downtime resulting from unplanned outages and provide more reliable customer information.

In addition, new accessibility initiatives which were not originally included in the *Multi-Year Accessibility Plan* continue to be developed. On an annual basis, TTC staff will report back to the Board and ACAT regarding the progress in implementing the goals and objectives of the *Multi-Year Accessibility Plan*, and on new accessibility initiatives.

## Recommendations

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1. It is recommended that the Board forward this report to the Ontario Ministry of Economic Development and Growth and the Ontario Human Rights Commission noting that the report fulfills provincially-legislated requirements set out in the *Integrated Accessibility Standards Regulation (IASR)* of the *Accessibility for Ontarians with Disabilities Act, 2005 (AODA)* to have an annual status report on the progress of measures taken to implement the TTC's *Multi-Year Accessibility Plan*, including steps taken to comply with the IASR.

## Financial Summary

To date, substantial funds have been spent on TTC accessibility initiatives, including the three-phase “Easier Access” program to retrofit subway stations for accessibility in the amount of \$261.5 million. Additionally, other projects, such as procurement of the TTC’s current fleet of low-floor buses and new fleet of low-floor streetcars, have facilitated the overall accessibility of the TTC transit network.

TTC continues to work to provide a barrier-free transit system, in support of the AODA’s goal of an accessible Ontario by 2025. To advance this important goal, several major projects worth \$670.7 million in total have been budgeted in the 2017-2026 TTC Capital Budget, representing over 7% of the TTC’s overall capital requirements in the next 10-years. These projects, described in Table 1, will improve the accessibility of TTC facilities and vehicles for all customers.

**Table 1: Accessibility Projects in 2017-2026 TTC Capital Budget**

Project Name	Description	Cost (millions)
<b>Easier Access Phase III</b>	Accessibility retrofits at subway stations, including elevators, power operated / sliding doors, fare gates, ramps, and signage, and associated architectural, structural, mechanical, and electrical modifications.	\$512.9
<b>Route and Destination Announcements</b>	Vehicle upgrades to ensure automated external pre-boarding route / destination announcements on all TTC vehicles	\$3.8
<b>Elevator Overhaul</b>	Complete removal and replacement of elevator units at three subway stations with more dependable and robust equipment to ensure reliable service for customers with disabilities.	\$3.4
<b>Purchase of 400 Wheel-Trans Buses</b>	New buses to replace the existing “Friendly” bus fleet.	\$86.7 (\$10.2 currently unfunded)
<b>Wheel-Trans 10-Year</b>	A comprehensive program to deliver on the Wheel-Trans	\$42.5

Project Name	Description	Cost (millions)
<b>Transformation Program</b>	10-Year Strategy, composed of 13 wide-ranging initiatives from eligibility changes to fleet replacement planning.	
<b>Bus Stop Improvements for Accessibility</b>	New concrete pads at bus stops accessible for customers who use mobility devices.	\$21.4
<b>Total</b>		<b>\$670.7</b> (\$10.2 currently unfunded)

It is important to note, that full funding was restored to the “Easier Access” accessibility retrofit program in the 2016-2025 Capital Budget. This means that accessibility improvements are now funded for all subway stations. However, Easier Access work at Islington and Warden Stations is contingent on budget approval of station re-development work, which will require funding in a future capital budget cycle. This will be similar to work completed in 2011 at Victoria Park Station.

As approved by the Board at their March 22, 2017 meeting, a Community Bus pilot project will begin in September, 2017. The cost of this pilot project is included in the Wheel-Trans Operating budget.

This report has no financial impact beyond that which has been requested as part of the 2017-2026 Capital Budget approved by the Board on November 21, 2016 and approved by City Council at its meeting of February 15-16, 2017.

The Chief Financial & Administration Officer has reviewed this report and agrees with the financial impact information.

## Decision History

This report provides the third update on the TTC’s accessibility improvement activities originally outlined in the *2014-2018 TTC Multi-Year Accessibility Plan*, which was approved by the Board at its April 30, 2014 meeting:

[http://www.ttc.ca/About\\_the\\_TTC/Commission\\_reports\\_and\\_information/Commission\\_meetings/2014/April\\_30/Reports/2014\\_2018\\_TTC\\_MultiYear\\_Accessibility\\_Plan.pdf](http://www.ttc.ca/About_the_TTC/Commission_reports_and_information/Commission_meetings/2014/April_30/Reports/2014_2018_TTC_MultiYear_Accessibility_Plan.pdf)

The 2015 TTC Accessibility Plan Status Report, the first update on the *Multi-Year Accessibility Plan*, was approved by the Board at its March 26, 2015 meeting:

[http://www.ttc.ca/About\\_the\\_TTC/Commission\\_reports\\_and\\_information/Commission\\_meetings/2015/March\\_26/Reports/2015\\_Accessibility\\_Plan\\_Status\\_Report.pdf](http://www.ttc.ca/About_the_TTC/Commission_reports_and_information/Commission_meetings/2015/March_26/Reports/2015_Accessibility_Plan_Status_Report.pdf)

The 2016 TTC Accessibility Plan Status Report, the second update on the *Multi-Year Accessibility Plan*, was approved by the Board at its February 25, 2016 meeting:

[http://www.ttc.ca/About\\_the\\_TTC/Commission\\_reports\\_and\\_information/Commission\\_meetings/2016/February\\_25/Reports/2016\\_Accessibility\\_Plan\\_Status\\_Report\\_BR\\_17780\\_V2.pdf](http://www.ttc.ca/About_the_TTC/Commission_reports_and_information/Commission_meetings/2016/February_25/Reports/2016_Accessibility_Plan_Status_Report_BR_17780_V2.pdf)

The *Wheel-Trans 10-Year Strategy* was also presented and approved by the Board at its February 25, 2016 meeting:

[https://www.ttc.ca/About\\_the\\_TTC/Commission\\_reports\\_and\\_information/Commission\\_meetings/2016/February\\_25/Reports/W-Trans\\_10\\_Year\\_Strategy\\_Update\\_combined.pdf](https://www.ttc.ca/About_the_TTC/Commission_reports_and_information/Commission_meetings/2016/February_25/Reports/W-Trans_10_Year_Strategy_Update_combined.pdf)

At its September 28, 2016 meeting, the Board approved a progress update to the *Wheel-Trans 10-Year Strategy* and recommended expanding ACAT's membership:

[http://www.ttc.ca/About\\_the\\_TTC/Commission\\_reports\\_and\\_information/Commission\\_meeting\\_s/2016/September\\_28/Reports/4\\_Wheel-Trans\\_10-Year\\_Strategy\\_-\\_September\\_2016\\_Update.pdf](http://www.ttc.ca/About_the_TTC/Commission_reports_and_information/Commission_meeting_s/2016/September_28/Reports/4_Wheel-Trans_10-Year_Strategy_-_September_2016_Update.pdf)

An update was presented to the Board on October 27, 2016, regarding *Feasibility of Acceleration – Easier Access Phase III*.

[https://www.ttc.ca/About\\_the\\_TTC/Commission\\_reports\\_and\\_information/Commission\\_meetings/2016/October\\_27/Reports/7\\_Feasibility\\_of\\_Acceleration\\_Easier\\_Access\\_%20III.pdf](https://www.ttc.ca/About_the_TTC/Commission_reports_and_information/Commission_meetings/2016/October_27/Reports/7_Feasibility_of_Acceleration_Easier_Access_%20III.pdf)

## **Issue Background**

The TTC is making continuous progress towards making all of its services and facilities accessible, a mission that was started in the 1980s. This work is also consistent with the AODA and IASR, which set out a timeframe to make Ontario accessible to persons with disabilities by 2025, with respect to goods, services, facilities, accommodation, employment, buildings, structures and premises. The TTC has reported annually on its removal of accessibility barriers since 2003. For the next two years, the TTC will continue reporting annually on the progress of the objectives committed to in its *Multi-Year TTC Accessibility Plan*.

## **Accessibility Overview**

The TTC is working towards making Toronto's transit system barrier free by implementing changes which will make its services and facilities accessible to everyone. The TTC has a long and solid track record of advocating for, and pursuing improved accessibility, and has, for years, produced and updated plans for making its system accessible. Its current *Multi-Year Accessibility Plan*, describes the initiatives that will increase the number and geographic coverage of accessible transit services and facilities as well as satisfy AODA requirements

The TTC develops, reviews, and updates its accessibility initiatives in consultation with people with disabilities, and particularly through consultation throughout the year with its Advisory Committee on Accessible Transit (ACAT). ACAT's advice over the last year resulted in improvements to numerous aspects of the TTC's service delivery, including "Easier Access" subway station renovations, emergency evacuation procedures, accessibility education for customers, Wheel-Trans service model changes, and staff training on disability matters. In addition, the ideas and suggestions presented by individuals who participated in the TTC's Annual Public Forum on Accessible Transit, have significantly-influenced the TTC's planned accessibility initiatives.

A notable achievement for 2016 has been the transformation of Wheel-Trans eligibility criteria, as well as application and appeal processes, as part of the *Wheel-Trans Transformation Program*. For the first time, eligibility for Wheel-Trans is expanded beyond customers with functional mobility disabilities. Now, any customers with disabilities that prevent them from using conventional transit for part or all of their trip because of their disability may be eligible for Wheel-Trans services.

Pre-boarding route/destination announcement systems have now been installed on all buses and streetcars, in order to provide audible vehicle route and destination information to customers before boarding. Initial feedback from our customers with disabilities has been positive.

Further information and details on many other completed or ongoing TTC accessibility improvement initiatives are provided in this report.

# Comments

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## 1. Introduction

The TTC has a long history of, and commitment to, transit accessibility improvements. Working together with its Advisory Committee on Accessible Transit (ACAT), the TTC has made numerous accessibility improvements to its facilities, vehicles, and services, and is committed to achieving a barrier-free transit system, by 2025, in support of the *Accessibility for Ontarians with Disabilities Act (AODA)*.

The TTC has reported annually on the status of its multi-year accessibility improvement initiatives since 2003. This status report provides an update on the most recent *2014-2018 TTC Accessibility Plan*, including progress made to achieve the accessibility improvement and barrier removal activities outlined in the *Plan*. This report also provides updates on new initiatives introduced by TTC staff since 2014.

## **2. Accessibility Feedback and Consultation**

### **2.1. Advisory Committee on Accessible Transit (ACAT)**

During 2016, ACAT and its subcommittees continued to be deeply involved in advising on and reviewing plans, vehicle and station designs; customers communications; Wheel-Trans strategy, policies, and eligibility criteria; and operating procedures of TTC services. ACAT's activities in 2016 included:

- advising TTC staff on the Wheel-Trans 10-Year Strategy and Transformation Program, including revised eligibility criteria;
- reviewing designs for accessibility improvements at Bay, Keele, and Lansdowne Stations;
- participating in a video shoot for the customer education campaign regarding people with mobility devices boarding TTC buses; and
- review of emergency evacuation procedures, including advising on how to improve these plans to better serve customers with disabilities.

In addition, ACAT's Terms of Reference and membership criteria were updated in accordance with the Ontario Human Rights Code definition of "disability" and to increase the maximum number of advocates with disabilities on the Committee. These updates will support changes to Wheel-Trans operations and eligibility as part of the Wheel-Trans 10-Year Strategy. ACAT will continue to provide advice to TTC staff in 2017 to support efforts to achieve the objectives of the *2014-2018 TTC Accessibility Plan*.

### **2.2. Customer Feedback**

TTC has processes in place to obtain, monitor, evaluate and respond to customer feedback on accessibility matters. Feedback may be provided through our Customer Service Centre by telephone, fax, TTY, in-person, Twitter, or online. Considerable feedback from people with disabilities, is also obtained through the annual TTC Public Forum on Accessible Transit.

### **2.3. Public Forum on Accessible Transit**

The TTC and ACAT jointly hold annual public meetings to obtain customer input on accessibility matters in order to inform our accessibility improvement initiatives. The ninth annual Public Forum on Accessible Transit was held in September, 2016 to discuss TTC accessible conventional and specialized services, vehicles, and facilities. This event, which is popular with TTC customers with disabilities, provides an opportunity for TTC Board members, senior staff and ACAT members to hear directly from customers about their accessibility priorities, complaints and commendations, and requests for change.

In response to customer feedback, the 2015 and 2016 Public Forums were held at the Allstream Centre at Exhibition Place, a venue which featured improved acoustics and accessible amenities as compared to previous venues. While customer feedback on the new venue was generally positive, we have received feedback about the inconvenience of the location at Exhibition Place. As a result, staff are again reviewing potential alternate locations for 2017, with a focus on

locations which are closer to subway lines and that are also able to accommodate large numbers of simultaneous Wheel-Trans pick-ups and drop-offs, can accommodate over 100 people using mobility devices, have level access between street and venue (i.e., no elevators), and have sufficient accessible washroom capacity.

This year, approximately 225 individuals attended the event in person. For customers unable to attend in person, the Public Forum was again streamed live online, and the video was archived on the [TTC's YouTube Channel](#). Many others followed the conversation on Twitter or submitted comments through an online survey or to TTC Customer Service. Fewer customers attended the event in person this year when compared to the last several years, likely as a result of the four additional Wheel-Trans 10-Year Strategy consultation sessions held in the summer (discussed below), and the availability of the live stream viewing option.

Several important accessibility matters were raised during this meeting, including suggestions for improvement, concerns, and general comments regarding:

- Wheel-Trans booking/customer service wait times
- Wheel-Trans eligibility, no-show, companion, and trip cancellation policies
- locations of conventional bus stops;
- better real-time trip information (e.g., in text formats) on TTC vehicles
- education on accessibility for all TTC customers

A summary of the event and TTC responses to customer comments have been made available in the [Accessibility section of the TTC website](#). In total, over 300 individual comments were received.

TTC and ACAT will continue to hold Public Forums on Accessible Transit, on an annual basis.

## **2.4. People in Motion Show**

In 2016, TTC continued its presence at People in Motion, which is a large disability-related annual trade show. This event provides an excellent opportunity for the TTC to reach out to and educate attendees – many of whom are current Wheel-Trans customers – on the improved accessibility of the TTC's conventional transit network.

The TTC booth featured the newest 12-metre TTC bus for customers to practice mobility device boarding and alighting. Positive feedback was received as this bus features a more spacious front entryway and larger mobility device spaces compared to previous buses. TTC also featured accessible route trip planning station, Wheel-Trans 10-Year Strategy information, TTC and Wheel-Trans information handouts, and ACAT information. Staff were on hand to respond to questions and collect feedback for review. TTC will again participate in the People in Motion Show in 2017.



## **2.5. Wheel-Trans 10-Year Strategy**

Following a recommendation by the TTC Board, consultations were held in summer 2016 on the Wheel-Trans 10-Year Strategy. To ensure TTC developed the most customer-focused approach, the recommended changes and migration plan involved significant outreach and input from external partners. Over a span of three months (June – August 2016), TTC engaged the public, advocacy groups, seven peer agencies, as well as with ACAT at multiple points as we iterated on the eligibility changes and processes as well as the general intent of the Wheel-Trans 10 Year Strategy. Four public meetings were held across the city and all were well attended. As well, TTC conducted over 40 meetings with 54 agencies and groups representing a range of interests, including local, provincial, and national agencies; medical and legal communities; municipal and provincial stakeholders; and major exhibitions. In addition to the above, Wheel-Trans undertook a validation exercise using a small sample of customer volunteers to assess the new process, including the viability and suitability of various functional assessments.

Significant changes arose from the public, agency and volunteer feedback. Notably, the new Wheel-Trans application form was reduced in length substantially, and Wheel-Trans removed the requirement to physically interview every applicant, thereby reducing the burden on the customer to travel to apply for Wheel-Trans. As well, focus of assessments changed from evaluating an individual's disability to evaluating an individual's ability to use conventional transit. The extensive public and stakeholder engagements were instrumental for staff to learn directly from the community it serves and for members of the public to share their concerns, fears and hopes for change. The result is a new customer-focused application process expanded to cover the new eligibility criteria and categories, structured around a customer's ability to use conventional transit. These changes are a sign of things to come as part of the Wheel Trans 10-Year Strategy, as all policies, processes, and procedures will be amended to put the customer and their needs at the forefront of decision making.

The next stage of consultation sessions will be held in April 2017 to provide the public with an update on the Wheel-Trans eligibility and policy changes, and to provide new information on the Family of Services Pilot Program, Mobility Transfer Hubs, the new smaller more nimble vehicle, and the proposed Community Bus Routes.

## **3. Status Update: Accessibility Improvement Plans, 2016-18**

In 2016, one objective of the *2014-2018 TTC Accessibility Plan* was fully completed. To-date, 24 objectives are now complete. Work to complete the remaining outstanding objectives is ongoing, as described below.

### **3.1. Stations and Facilities**

#### **Elevators and Barrier-Free Paths**

**Our commitment in 2014:** Complete accessibility retrofits at eleven stations between 2014 and 2018.

**Status update:** Work is underway to make more subway stations accessible as part of the TTC’s “Easier Access” station accessibility retrofit program. We currently expect that a total of eight stations will be made accessible between 2014 and 2018, which is short of our original commitment made in 2014 to complete eleven stations in this timeframe, for the reasons noted below.

Accessibility upgrades were completed at Dufferin and Lawrence West Stations in 2014, while construction began at St Clair West, Woodbine, Coxwell and Ossington Stations the same year.

In 2016, accessibility improvements were completed at Ossington Station, which is now accessible with two elevators providing access from street to concourse to subway platforms, accessible sliding entrance and bus bay doors, new signage and wayfinding, and a designated Wheel-Trans bus bay.

At St Clair West station, significant delays occurred due to property acquisition; however, construction began on the elevator from street to the bus/streetcar platform in 2016 with an expected completion date of late 2017. Construction of the elevators from the subway platforms to the bus/streetcar platform was completed in 2016 and these two elevators are now open for customer use. Easier Access construction at Woodbine and Coxwell Stations is on-schedule and expected to be completed in 2017.

The design process for Royal York, Wilson, Runnymede, King, and Yorkdale stations has fallen behind schedule as these stations are very challenging for many reasons, including property acquisitions, complex design elements, limited access, utilities, operational constraints, etc. However, in order to maintain a commitment to continue making stations accessible, the design and construction schedules for Dupont and St Patrick Station have been advanced, and these stations are now expected to be completed in 2018. Also, the conceptual design phase has now been initiated for all the remaining stations (with the exception of Islington Station, which is subject to re-development).

Refer also to an update to the TTC Board in October of 2016, *Feasibility of Acceleration – Easier Access Phase III*, for additional information on the project.

The current schedule for Easier Access improvements at subway stations is as follows:

<b>Stations</b>	<b>Complete by</b>
St Clair West – Street to bus/streetcar	2017
Woodbine	2017
Coxwell	2017
Dupont	2018
St Patrick	2018
Royal York	2019
Yorkdale	2019
Wellesley	2019
King	2020
Wilson	2020

Runnymede	2020
Bay	2020
Sherbourne	2021
Chester	2021
Lansdowne	2021
Keele	2021
College	2022
Donlands	2022
Spadina	2022
Lawrence	2023
Greenwood	2023
Christie	2023
Castle Frank	2023
Summerhill	2023
High Park	2023
Museum	2024
Rosedale	2024
Old Mill	2024
Glencairn	2025
Warden	2025
Islington	2025

All schedules are subject to change.

Funding for accessibility improvements at subway stations is discussed, in detail, in the Financial Impact section, above.

### **New Station Entrances**

**Our commitment:** Work with property developers to create new accessible entrances to stations, where opportunities arise.

**Status update:** In 2015, new accessible entrances with elevators were completed at Queen's Park and Sheppard-Yonge Stations. In addition to making it easier for all customers to enter these stations, this elevator redundancy helps to eliminate long detours for customers when other station elevators are out of service for maintenance.

In conjunction with the St Patrick Station Easier Access project, work is now underway on a new accessible entrance through an adjacent property development which will replace the existing sidewalk staircase entrance on the northwest corner of University Avenue and Dundas Street West. This new entrance is a key part of making this station accessible.

Construction work is now underway to replace the existing elevator at the main entrance of Sheppard-Yonge Station with a new accessible entrance and elevator integrated into the adjacent shopping centre. The new elevator will be located indoors and no longer directly exposed to the outdoor elements, which will help to improve the reliability of this device.

TTC is working with property developers at Bay and Lawrence Stations to provide elevators from street level to concourse level at these locations, in conjunction with upcoming Easier Access work at these stations. New third-party accessible entrances are also planned at York Mills and Dundas Stations, which will enhance accessibility at these stations. In the future, TTC will continue to work with property developers, whenever opportunities arise.

### **Toronto York Spadina Subway Extension (TYSSE)**

**Our commitment:** ACAT to review TYSSE construction prior to project completion, to ensure all required accessibility features have been implemented as designed.

**Status update:** It is expected that ACAT will review all TYSSE stations in 2017 once all station accessibility features are fully functional.

### **Metrolinx Rapid Transit Lines**

**Our commitment:** Collaborate with Metrolinx to ensure all major transfer points between rapid transit lines and TTC services are accessible.

**Status update:** TTC staff and Metrolinx continue to work closely to ensure all interchanges between rapid transit lines and TTC are accessible and provide seamless connections for all customers. In 2014, TTC consulted with ACAT on preliminary Metrolinx designs for Eglinton West (Cedarvale), Eglinton, and Kennedy interchange stations on the Eglinton-Crosstown Light Rail Transit (ECLRT) line. In 2016, ACAT met jointly with the Metrolinx Accessibility Advisory Committee to provide advice on more advanced designs for ECLRT stations and stops.

### **Elevator and Escalator Reliability**

**Our commitment:** Rebuild 5 elevators to improve reliability by 2015.

**Status update:** Due to a major increase in the scope of work of the elevator overhaul project, we did not meet the original commitment to rebuild five elevators by the end of 2015. While overhauls of two elevators were completed by the end of 2015 at Dundas West and Finch Stations, we now expect the elevators at Kennedy Station to be rebuilt by 2018. Overhaul of the elevator at Bathurst Station has been deferred to later years with the elevator at the TTC's Inglis office building advanced in the priority list due to its age and condition. Failure of obsolete components of the Inglis elevator would require engineered solutions requiring prolonged downtime whereas any issues with the Bathurst Station elevator can and will be managed to ensure the elevator continues to operate safely and reliably for customers.

The scope and timelines of the elevator overhaul project have changed due to advanced deterioration of the elevators at Dundas West and Finch Stations, as a result of the challenging outdoor environments in which these elevators are operated. Consequently, the scope of work for the rebuild of these elevators has expanded to include complete removal and replacement of all elevator components, including the entire elevator cabs, hall doors, and all related equipment. The overhaul work involves replacing existing elements with new more robust waterproof, and/or corrosion resistant materials, suitable for the conditions. This will extend the life of these elevators and provide more reliable service in the future.

The next phase of the elevator rebuild project will involve two elevators at Kennedy Station in 2017-18. TTC plans to remove only one elevator from service at any given time and will provide alternate accessible service, if required.

**Our commitment:** Implement escalator and elevator real-time monitoring system in mid-2016.

**Status update:** The TTC's new escalator and elevator monitoring system is now scheduled for implementation in 2019. Implementation has been delayed due to budget and resource constraints. This new system will reduce elevator and escalator downtime during unplanned outages by immediately alerting maintenance staff to outages, allowing response personnel to be dispatched faster. When fully operational, this system will enable TTC to provide more timely notifications of elevator and escalator outages to customers, allowing customers to plan alternate routes in advance, and will assist with implementation of the Family of Services component of the Wheel-Trans 10-Year Strategy.

**Our commitment:** Replace five escalators to improve reliability by 2018.

**Status update:** TTC plans to replace five escalators at subway stations by 2018 to improve reliability and reduce unplanned outages for our customers who rely on these devices. The status of this project will be reported on in a future Accessibility Plan Status Report.

## 3.2. Vehicles

### Low-Floor Streetcars

**Our commitment:** Install new curb ramps or modified platforms, as required, at all streetcar stops by 2018.

**Status update:** The TTC will modify platforms or install curb ramps, where required, at nearly all streetcar stops, to provide easy access to low-floor accessible streetcars. In 2014, the streetcar platform at Spadina Station was modified to better interface with the new streetcars. New curb ramps have already been installed along Bathurst Street, Queen Street, and elsewhere along streetcar routes to ensure that customers using mobility devices, strollers, and any other customers who require the streetcar ramp, can reach the new low-floor streetcars when they begin service on each route. In 2016, platforms were modified along St Clair Avenue to provide an accessible ramp area; at the same time, the opportunity was taken to install tactile attention indicators at all platform ramps to street level, and a new lower railing to improve accessibility for customers with vision impairments. By end of 2018, curb ramps are expected to be installed at the remaining stops along College Street, Carlton Street, and Gerrard Street. Work to modify platforms on Roncesvalles Avenue has been rescheduled to 2019 to better coordinate with other necessary track and intersection work along the route.

**Our commitment:** All streetcar routes accessible by end of 2019.

**Status update:** TTC continues to work with the manufacturer to ensure that the complete order of 204 new low-floor accessible streetcars will be delivered by the end of 2019, as planned.

510 Spadina was designated as accessible in January, 2016, and 509 Harbourfront in early 2017. This means that the majority of vehicles on these routes will be accessible; however, due to maintenance and operational requirements, it is possible that a small number of streetcars operating on these routes will not be accessible at times of the day. All stops on these routes will be accessible, except for the westbound stop on Fleet Street at Bathurst Street on routes 509 and 511, which is pending City of Toronto sidewalk extension work.

In 2016, a new streetcar route was launched, 514 Cherry, providing new accessible service along King Street between Dufferin Gates Loop and Distillery Loop, earlier than initially planned. By mid-2017, we expect to operate 514 Cherry entirely with low-floor accessible streetcars. All streetcar routes will be designated as accessible by the end of 2019.

It is important to note that up to 30 high-floor Articulated Light Rail Vehicle (ALRV) streetcars will remain in the TTC streetcar fleet until 2024 to accommodate increasing ridership on the streetcar route network, until additional low-floor streetcars can be acquired. The ALRV streetcars are not accessible. Current plans, which are subject to change, are for the ALRV streetcars to be mixed among low-floor vehicles and allocated to the busiest streetcar routes, at busier times of the week only, to ensure minimal wait times before an accessible vehicle arrives.

### **Conventional Buses**

**Our commitment:** Upgrade as many bus stops as possible by 2018.

**Status update:** The TTC is working to widen sidewalks or install concrete pads at bus stops throughout Toronto in order to allow sufficient room for bus ramp deployment. In 2016, 36 bus stops were widened to improve accessible services for our customers. Going forward, \$20,000,000 has been included in the TTC Capital Budget to continue to make bus stops accessible. In addition, more stops will be made accessible through a separate program to upgrade bus stops to better serve articulated buses. It is important to note that there will still be transit stops that cannot be made accessible due to a lack of space available at or around the stop location, physical constraints, etc.. In these cases, customers will need to board at the preceding or following stop, or at the next available safe location, as determined by the bus Operator.

## **3.3. Wheel-Trans Services**

### **Service Integration**

**Our commitment:** Revise Wheel-Trans eligibility criteria to introduce “conditional eligibility” by 2017.

**How we met this commitment:** The AODA IASR required all Ontario specialized transit providers, including the TTC, to update their eligibility requirements for paratransit services (e.g., Wheel-Trans), to introduce conditional eligibility for customers with disabilities are able to use conventional transit for some of their trips, or a segment of their trips. Additionally, other customers with disabilities beyond those with physical mobility challenges must be accommodated on Wheel-Trans if they cannot use the conventional transit system. In 2016, a new application form and eligibility processes were developed, and these were implemented

effective January 1, 2017. Extensive consultation was held with internal and external stakeholders to ensure that the new processes best met the needs of current and future customers.

### **3.4. Customer Service Initiatives**

#### **Vehicle Announcements**

**Our commitment:** Provide electronic pre-boarding announcements by 2017 on TTC vehicles.

**Status update:** Automated pre-boarding announcements are now provided on all TTC buses and streetcars to improve accessibility for customers who are blind or who have low vision, especially where multiple routes serve the same stop. Work is underway to provide these announcements on subway trains as soon as possible.

**Our commitment:** Improve the next stop announcements on express bus routes.

**Status update:** Given that the distance between express bus stops can be lengthy, the TTC is planning to revise the next stop announcements on express bus routes to include a second audible reminder of the upcoming stop closer to the vehicle's arrival at that stop, as part of the new VISION communications system.

#### **Signage and Wayfinding**

**Our commitment:** Replace tactile and braille, and other associated elevator signage, for consistency across TTC elevators over the next five years.

**Status update:** In 2015, elevator buttons dating from the installation of the TTC's first elevators were upgraded at twelve TTC stations to make them easier to use and understand, and for consistency with modern design standards. In 2016, signage in and around the elevators at Queen Station was updated to modern standards. Staff will continue to pursue replacement of other associated elevator signage for consistency with modern standards.

**Our commitment:** Launch a pilot project for tactile signage at bus platforms.

**Status update:** This item will not be proceeding due to practicality challenges with the concept; however, staff intend to take advantage of recent technological developments in the area of electronic wayfinding to provide a similar customer experience, if a business case for further development of this concept is approved. More information will be reported on in a future Accessibility Plan Status Report.

#### **Customer Information Screens**

**Our commitment:** Post notifications of localized elevator and escalator outages on Station Information Screens.

**Status update:** Funding for the necessary information technology upgrades to complete this objective was approved as part of the 2015 TTC budget process. This project aims to provide

improved notifications of elevator and escalator outages on Station Information Screens (SIS) in subway stations, before customers pay a fare. Development of a strategy to deploy these notifications, using the information provided by the future elevator and escalator real time monitoring system (described above in section 3.1) is now underway. In the interim, elevator outage notifications are now made available on SIS displays, as soon as Transit Control becomes aware of the outage. The background colour of these notifications has also been changed to blue with the International Symbol of Access added, to better distinguish elevator alerts from other service alerts.

### **PRESTO Fare Card System**

**Our commitment:** Future PRESTO devices will be accessible.

**Status update:** PRESTO and the TTC continue to work closely to ensure that all PRESTO devices are accessible when introduced into the TTC system. This item will be reported on in greater detail in a future Accessibility Plan Status Report, when the PRESTO rollout has completed.

### **Subway Station Public Address System Upgrade**

**Our commitment:** Upgrade the public address system in all subway stations by 2018.

**Status update:** The TTC has now upgraded its public address system in nearly all subway stations to ensure that service announcements are easy to hear and understand. This includes replacement of speakers and amplifiers where required, and re-orientation or addition of speakers to improve coverage and clarity of announcements. The TTC plans to upgrade the public address system in the remaining two subway stations by 2018.

## **4. New Accessibility Improvement Projects**

Several new accessibility projects were underway in 2016 beyond those originally included in the *2014-2018 Accessibility Plan*. These include:

- New Fare Gates at Subway Stations
- Line 3 (Scarborough) Accessibility Upgrades
- Transit Fare Equity
- Customer Education on Accessibility
- Community Bus
- Mobility Transfer Hubs
- Family of Services Pilot Project

### **“Platform Gap” Improvements**

In response to ACAT advice and customer feedback from the 2014 Public Forum on Accessible Transit, TTC staff designed, tested, and implemented improvements to the subway platform at Eglinton Station, to make it easier for customers using mobility devices to board subway trains at this location. In mid-2015 the platform edge was modified at the south end of the centre subway platform, in the vicinity of the elevator, to better align with the height of subway trains.



Customer feedback on these improvements has been overwhelmingly positive. TTC staff are now working to see if similar improvements can be made at other stations. Further information is expected to be reported to the Board in mid-2017.

### **New Fare Gates at Subway Stations**

In 2016, new PRESTO-enabled fare gates began to be installed at TTC subway stations as part of the rollout of the PRESTO Fare Card system. These fare gates will replace all existing entry and exit turnstiles at main entrances, high entry and exit turnstiles at automatic entrances, Easier Access Portal Units (EAPUs) at automatic entrances, and accessible entry doors at Line 4 (Sheppard) automatic entrances.

In addition to several standard width fare gates, most subway stations will be equipped with two wide aisle accessible fare gates at the primary station entrance, an improvement from the single accessible fare gate at most stations today. Automatic entrances currently equipped with EAPUs or accessible entry doors will also be equipped with two accessible fare gates. All other automatic entrances will include one wide fare gate, improving access for customers with bicycles, strollers, or other large items.

Once PRESTO is fully deployed at the TTC, customers paying with all types of fares and fare concessions (senior, student, child, etc.) will, for the first time, be able to use any station entrance by tapping their PRESTO card.

The replacement of the current EAPUs with fare gates will also be a significant accessibility improvement for customers. The EAPU devices currently accept payment by token and Metropass only, and have not proven to be as reliable as our customers expect.

New fare gates were installed at, at least one entrance of 43 subway stations in 2016. Rollout of the new fare gates will continue through 2017 and into 2018. The remaining entrances that do not yet have the new fare gates will get them, including the 26 stations that had PRESTO card readers installed on the turnstiles in 2015.

Based on feedback from ACAT, a new lower PRESTO reader will be retrofitted onto all accessible fare gates, to ensure that these devices are as accessible as possible.

### **Line 3 (Scarborough) Accessibility Upgrades**

In 2016, work began to retrofit Line 3 (Scarborough) trains for improved accessibility, as an interim measure until the Scarborough Subway Extension opens. This work will include removal of eight seats on each train car to implement multi-purpose seating areas that can accommodate customers using mobility devices, new pull down handholds at the multi-purpose areas, and improved lighting and aesthetics throughout. The first retrofitted car is expected to enter service in 2017.

### **Transit Fare Equity**

Since 2014, the TTC staff and ACAT members have been working with the City of Toronto to develop a framework which would provide discounted fares to low-income residents.

At its December 13, 2016 meeting, Council adopted the Fair Pass Program, which includes a discount on the PRESTO adult single fare and PRESTO adult monthly pass for low-income residents, including customers with disabilities. The Fair Pass concession was subsequently approved by the TTC Board at the December 20, 2016 meeting and is scheduled to be implemented in a three-phase program between 2018 and 2020.

### **Customer Education on Accessibility**

TTC has heard from our customers with disabilities that a stronger emphasis is needed on public education regarding accessibility matters. In addition to ongoing customer education about the TTC's Priority Seating program, the TTC is working with the City of Toronto on a "Stay Focused. Stay Safe" safety campaign. In January, 2016, two new advertisements were launched as part of this campaign, which emphasize the proper procedures for customers to follow when people using mobility devices are boarding and alighting buses. The campaign aims to educate the public that people using mobility devices should board buses first and exit last, and that customers should be careful and stand clear when the ramp is deploying. As part of the campaign, a customer education video was developed with the assistance of ACAT members and released in 2016. A second educational video regarding low-floor streetcar use is planned for 2017.

### **Community Bus**

In 2015-16, TTC engaged a consultant to comprehensively review the TTC's community bus service and determine feasibility of returning the community bus routes to sustainability. As a result of that review, and prior to implementing and committing to permanent changes, TTC will undertake a pilot project starting in September 2017 with the following targets:

- Extend 400 LAWRENCE MANOR northwest to Humber River Regional Hospital while simplifying the routing in the Bathurst/Lawrence area.
- Extend 404 EAST YORK to Coxwell Station at the west end of the route, and to Queen Street East at the east end of the route.
- Improve the headways of both routes to 60 minutes to provide an attractive service for customers.

If the pilot project is successful in terms of diverting Wheel-Trans door-to-door trips and attracting a sustainable level of ridership in accordance with the revised service standards, it is expected that it would be viable to revise the remaining three existing community bus routes, and eventually implement up to six new routes throughout the City. In mid-2018, staff expect to report back on the results of the pilot project, and recommend whether to continue with, expand, or discontinue the route adjustments. Staff will also report on final route and implementation recommendations at that time for the proposed network as a whole.

### **Family of Services Pilot Project**

In 2017, TTC will be running a pilot project to identify potential strengths and weaknesses of the proposed Family of Services strategy. The purpose is to:

- Test how well the conventional transit system copes with the Family of Services model
- Identify how to best support customers and employees
- Identify necessary operational, communication, and training improvements, so that adjustments can be made prior to the overall rollout across the TTC.

The pilot project will include the subway system and five bus routes: 29 Dufferin, 84 Sheppard West, 85 Sheppard East, 95 York Mills, and 97 Yonge. Volunteers will be brought into the pilot program gradually over the course of the year and supported to take at least one Family of Services trip per week. Volunteers will be individually contacted to capture their feedback and experiences.

### **Mobility Transfer Hubs**

This new initiative as part of the Wheel-Trans Transformation Program will examine the feasibility, placement, design, and construction of a limited number of mobility transfer hubs, to support the Family of Services initiative.

Mobility transfer hubs will be designated transfer points between specialized and conventional modes of service. These transfer points will be clean, dry, well lit, etc., with the overall goal being to offer a safe hand-off from one mode to another. While many transfers will likely occur at subway stations or at other existing facilities, the need to provide a limited number of transfer points where no such facility currently exists has been identified.

It is anticipated that these transfer points will contain heated shelters, seating, lighting, automatic doors, and customer information points. Work is expected to begin on one mobility transfer hub in 2017.

## **5. Ongoing Accessibility Standards Compliance**

The TTC is committed to meeting provincially-legislated accessibility requirements, including those set out in the *Integrated Accessibility Standards Regulation (IASR)*.

In 2016, the requirements of the AODA's *Accessible Customer Service Standard* were updated and merged into the IASR. The TTC's Accessible Customer Service Policy has been revised accordingly, and is attached in Appendix 1.

The following three requirements of the IASR took effect on January 1, 2017 for large public sector organizations, including the TTC: revised eligibility criteria/categories for specialized transit; electronic on-board next stop announcements, and electronic pre-boarding route/destination announcements.

1. Revised Wheel-Trans eligibility criteria/categories and new application and appeal processes regarding these were developed in 2016 in consultation with internal stakeholders, including ACAT, and over 50 external stakeholders, ranging from local, provincial and national agencies to medical and legal communities. The revised eligibility criteria/categories were implemented on January 1, 2017; therefore, TTC is in compliance with this requirement.
2. Electronic on-board next stop announcements have been on all TTC conventional transit vehicles for several years; therefore, TTC is in compliance with this requirement.
3. As of January 1, 2017, electronic pre-boarding route/destination announcements are on all buses and streetcars. Implementation of electronic pre-boarding route/destination

announcements on all subway trains has been delayed due to procurement, supply chain, and technical challenges. Work is underway to provide these announcements on all subway trains as soon as possible; therefore, TTC is working towards full compliance with this requirement.

Remaining requirements of the IASR that are applicable to the TTC deal with accessible websites and web content, and take effect in 2020. The TTC is already in compliance with these requirements.

## **Contact**

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Attachment: Appendix 1: Accessible Customer Service Policy  
Appendix 2: Accessibility Plan Objectives by Year

# Appendix 1: Accessible Customer Service Policy

The Toronto Transit Commission (TTC) is committed to both providing safe and courteous transit services and to communicating in a manner that:

- respects the dignity and independence of persons with disabilities;
- promotes the principles of integration and equal opportunity; and
- takes into account a person's disability.

## 1. Policy

### 1.1. Communication

The TTC will communicate with persons with disabilities in a manner that takes into account their disability. The TTC is committed to providing accessible customer service through our website, in person, by telephone, TTY, or by mail.

The TTC is committed to ensuring that documents and information are available in accessible formats to persons of all abilities, across all modes of transit. All TTC vehicles are clearly marked with route destination signs and equipped with an automated audible and visual next stop announcement system. In addition, TTC station names are clearly marked on all subway platforms.

TTC system and route information, maps, fares and important contact telephone numbers are available on our website at: [Schedules and Maps](#) and are published in our Ride Guide which is available free of charge in subway stations or from TTC Customer Service.

Multi-lingual information is available by calling 416-393-4636 (INFO) and pressing 7, or by using the automated “translate page” feature at the bottom of every page on the TTC website.

### 1.2. Assistive Devices

The TTC is committed to providing transit services to persons with disabilities who use assistive devices.

Our entire bus fleet is accessible for persons using assistive devices. All buses are equipped with kneeling features and ramps, which can be requested by customers, Priority Seating, and two securement areas that can accommodate customers using mobility assistive devices. Accessible transit stops are clearly marked with the blue International Symbol of Access.

Replacement of the TTC's existing streetcar fleet with accessible low-floor streetcars is underway, with all routes planned to be accessible by 2019. Low-floor streetcars are accessible for persons using assistive devices: they are equipped with a deployable ramp, which can be requested by customers, Priority Seating, and two seating areas that can accommodate customers using mobility assistive devices.

More than half of TTC's stations are accessible to and from the street, and bus/ subway platforms. Accessible stations are equipped with elevators, accessible entrance doors, way-

finding tiles and signage, benches, and accessible fare gates. All stations are planned to be accessible by 2025.

All subway trains are accessible for persons using assistive devices: they are equipped with wider doorways, obstruction-free centre aisles, [Priority Seating](#), and flip-up/flip-down seating to accommodate customers who use assistive devices.

All Wheel-Trans buses are accessible for customers using assistive devices: they are equipped with kneeling features, ramps and securement areas for customers using mobility assistive devices.

### **1.3. Service Animals**

Persons with disabilities accompanied by service animals are permitted access to all public areas of the TTC (including buses, streetcars, subway stations, subway trains, and Wheel-Trans vehicles) during hours of operation. Wheel-Trans customers should indicate that they will be travelling with a service animal at the time of booking, to ensure space is available. For more information about service animals in public areas of the TTC, see [TTC By-law No. 1](#).

### **1.4. Support Persons**

Persons with disabilities who need to be accompanied by a support person on their transit trip may apply for a [TTC Support Person Assistance Card \(SPAC\)](#). A fare paying SPAC holder may be accompanied by one support person on a single fare upon presentation of the SPAC when entering the TTC system and/or at a [Proof-of-Payment](#) checkpoint. Additional companions must pay a fare. Fare information is posted in TTC buses, streetcars, and subway stations. Fare information is also available on the TTC website at: [Fares and Passes](#).

The TTC may require persons with disabilities to be accompanied by a support person, for health or safety reasons. In these cases, the TTC will consult with the person and/or their representative, to understand their needs, and consider health or safety reasons based on available evidence. Accompaniment by a support person will only be required if there is no other reasonable way to protect the health or safety of the person and/or others on TTC premises. The choice to be accompanied by a support person at all times, for health or safety reasons, may also be made independently by persons with disabilities and/or their representatives.

### **1.5. Notice of Service Disruptions**

The TTC is committed to providing customers with timely notification of temporary and extended service disruptions/delays.

Subway service disruption/delay information is announced audibly in the subway system and displayed visually on video screens located on subway platforms and at station entrances. Subway service disruption/delay information is also posted on our website at: [Service Advisories](#), on Twitter [@TTCnotices](#), and is available by e-mail to customers who register for e-Alerts at: [My TTC e-Alerts](#).

Escalator and elevator disruption information is posted on our website at: [Service Advisories](#), and is available by calling: 416-539-5438 (LIFT), or by e-mail to customers who register for e-Alerts at: [My TTC e-Alerts](#) (elevators-only).

Bus and streetcar schedules are subject to traffic conditions and customers may have to make alternate travel arrangements in the event of diversions and disruptions/delays. Diversions and major disruptions/delays are also posted on our website at: [Service Alerts](#), on Twitter [@TTCnotices](#), and available by email to customers who register for e-Alerts at: [My TTC e-Alerts](#).

Wheel-Trans customers are notified by phone or email of Wheel-Trans service delays greater than 30 minutes after a customer's scheduled pick-up time.

## **1.6. Training**

All TTC employees receive training on accessible customer service and how to interact with persons with different disabilities. Such training includes:

- An overview of the purpose of the *Accessibility for Ontarians with Disabilities Act* (AODA), the requirements of AODA standards, and TTC policies, procedures and practices relating to the provision of services to persons with disabilities;
- Instruction on how to interact and communicate with persons with various types of disabilities;
- Instruction on interacting with persons with disabilities who use assistive devices or require the assistance of a service animal or support person;
- Instruction on the use of accessibility equipment or devices; and
- Instruction on what to do if a person with a disability is having difficulty accessing transit services.

All employees receive training on accessible customer service and how to interact with persons with different disabilities prior to assuming the duties and responsibilities of their jobs. Moreover, training is provided to TTC employees on an ongoing basis in respect of any changes to customer service-related policies, procedures, practices or programs.

## **1.7. Feedback Process**

The TTC welcomes and encourages feedback from its customers. All feedback is taken seriously and each customer communication is directed to the responsible TTC operating division or department for review and necessary action.

Customers with complaints, compliments, or suggestions regarding conventional/fixed route TTC services (bus, streetcar, and subway) can submit their feedback through the TTC website at: [Complaints, Compliments and Suggestions](#), by calling TTC Customer Service at: 416-393-3030, TTY 416-338-0357 or in person/by mail at: TTC Head Office, 1900 Yonge Street, Toronto, Ontario. For TTC Customer Service Centre hours, see our website at: [Contact Us](#).

Information regarding TTC Customer Service's procedures when receiving and responding to communications from customers is available on the TTC website at [Standard Operating Procedure - Customer Services Section](#).

Customers with feedback regarding Wheel-Trans service may contact Wheel-Trans Customer Service at: 416-393-4111, TTY 416-393-4555, or [wucs@ttc.ca](mailto:wucs@ttc.ca).

## **1.8. Accessible Formats and Communication Supports**

TTC documents, or information contained in TTC documents, can be provided or arranged to be provided, on request, to persons with disabilities in an accessible format or with communication support. In determining the suitability of an accessible format or communication support, the TTC will consult with the person making the request,

When providing or arranging to provide documents/information to persons with disabilities in an accessible format or with communication support, the TTC will do so in a manner that takes into account the person's accessibility needs due to disability, and at a cost that is no more than the regular cost charged to other persons. The length of time it will take to provide documents/information in an alternative format or with communication support will depend on the format/support requested. Every effort will be made, however, to process requests in a timely fashion.

To request a document or information in an accessible format or with communication support, please contact [TTC Customer Service](#).

## **2. Community Consultation**

The TTC is committed to a process of community consultation. The Advisory Committee on Accessible Transit (ACAT) reports directly to the TTC Board in an advisory capacity on accessibility issues. ACAT meetings, which are held monthly, are open to the public. Meeting schedules and agendas are posted on the TTC website at: [ACAT Meetings](#). ACAT can be contacted at: [acat@ttc.ca](mailto:acat@ttc.ca).

The TTC also publishes an annual [Accessible Transit Services Plan](#), and holds an annual public forum for customers to provide feedback on TTC's accessible transit services. Further information is available on the TTC website at: [Public Forums on Accessible Transit](#).

## **3. Additional Information**

More information about using the accessible features of TTC's transit services is available on the TTC website at: [Easier Access on the TTC](#) and the [Handbook for Accessible Travel](#). For more information about using TTC's specialized public transit services, contact Wheel-Trans Customer Service at 416-393-4111, TTY 416-393-4555, or refer to the [Wheel-Trans](#) section of the website.

Last updated: December 2016



## Appendix 2: Accessibility Plan Objectives By Year

Key area	Our commitment in 2014	Year Completed
Stations and Facilities	Review TTC design standards in 2014 and implement changes to incorporate new legislative requirements	2014
Stations and Facilities	Complete accessibility retrofits at Dufferin and Lawrence West stations in 2014	2014
Stations and Facilities	Open a new accessible entrance at Queen's Park Station in 2014	2015
Stations and Facilities	Open a new accessible entrance at Sheppard-Yonge Station in 2014	2015
Vehicles	Launch the first accessible streetcar route in 2014	2014
Vehicles	Review all inaccessible bus stops in 2014 to determine if these can be made accessible.	2014
Vehicles	Begin to install exterior door chimes at all Toronto Rocket train doors in 2014	2014
Vehicles	Begin to install improved inter-car barriers on all Toronto Rocket trains	2014
Wheel-Trans Services	Increase the number of staff available to answer reservation request calls in 2014	2014
Wheel-Trans Services	Reduce the number of no-shows for eligibility assessment interviews.	2014
Wheel-Trans Services	Upgrade the Wheel-Trans website in 2014 to enable customers to add new addresses online	2014
Customer Service	Install new priority seating decals on all TTC vehicles in 2014	2014
Customer Service	Launch a new priority seating public education campaign in 2014	2014
Customer Service	Introduce blue seat fabric in priority seating areas starting in 2014	2014
Customer Service	Introduce a new concept for the representation of subway lines in 2014 and continue to work towards consistent way-finding signage in all subway stations	2014
Customer Service	Install 28 NVAS LCD, 33 SIS LCD, and 23 LED screens at subway stations in 2014	2014
Customer Service	Fare vending machines are accessible when introduced on new streetcars and busy streetcar stops in 2014	2014
Customer Service	In 2014, upgrade the public address system in 20 subway stations to make announcements easier to hear and understand	2014

<b>Key area</b>	<b>Our commitment in 2015</b>	<b>Year Completed</b>
Vehicles	Replace all high-floor lift-equipped buses with new low-floor buses by 2016	2015
Vehicles	Determine feasibility of audible notification of the side of the train on which doors will open at each station.	2015
Wheel-Trans Services	Develop a service integration plan in 2014-15 to transition some Wheel-Trans customers to the conventional system.	2015
Wheel-Trans Services	Implement a new policy to discourage repetitive late cancellations and no-shows.	2015
Customer Service	PRESTO Self-Serve Reload Station (previously referred to as Add Value Machines) will be accessible when introduced in subway stations starting in 2014-15	2015
Stations and Facilities	Rebuild 5 elevators to improve reliability by 2015	2018 (planned)

<b>Key area</b>	<b>Our commitment in 2016</b>	<b>Year Completed</b>
Wheel-Trans Services	Revise Wheel-Trans eligibility criteria to introduce “conditional eligibility” by 2017.	2016
Stations and Facilities	Implement escalator and elevator real-time monitoring system in mid-2016.	2019 (planned)
Customer Service Initiatives	Provide electronic pre-boarding announcements by 2017 on TTC vehicles.	2016 (bus/streetcar) 2017 (subway, planned)

<b>Key area</b>	<b>Future commitment</b>	<b>Year Planned</b>
Stations and Facilities	ACAT to review TYSSE construction prior to project completion, to ensure all required accessibility features have been implemented as designed.	2017
Stations and Facilities	Complete accessibility retrofits at stations between 2014 and 2018.	2018
Stations and Facilities	Replace five escalators to improve reliability by 2018.	2018
Vehicles	Install new curb ramps or modified platforms, as required, at all streetcar stops by 2018.	2019
Vehicles	Upgrade as many bus stops as possible by 2018.	2018
Customer Service Initiatives	Improve the next stop announcements on express bus routes.	2018

<b>Key area</b>	<b>Future commitment</b>	<b>Year Planned</b>
Customer Service Initiatives	Replace tactile and braille, and other associated elevator signage, for consistency across all TTC elevators over the next five years.	2018
Customer Service Initiatives	Future PRESTO devices will be accessible.	2018
Customer Service Initiatives	Upgrade the public address system in all subway stations by 2018.	2017
Stations and Facilities	Work with property developers to create new accessible entrances to stations, where opportunities arise.	Ongoing
Stations and Facilities	Collaborate with Metrolinx to ensure all major transfer points between rapid transit lines and TTC services are accessible.	Ongoing
Vehicles	All streetcar routes accessible by end of 2019.	2019
Customer Service Initiatives	Launch a pilot project for tactile signage at bus platforms.	No longer planned
Customer Service Initiatives	Post notifications of localized elevator and escalator outages on Station Information Screens.	2019