TTC Accessible Services
Progress and Challenges
TORONTO TRANSIT COMMISSION
1973 - pilot of door-to-door service for people using wheelchairs

1989 *Choices for the Future* - making conventional services accessible; key stations

1994 - *Making Public Transit in Metro Toronto More Accessible* - first long-range plan for making system accessible

since 2003 – Accessible Transit Services Plan – annual update
Advisory Committee on Accessible Transportation
Progress Through Expertise

- expertise of people with disabilities critical for success
- Advisory Committee on Accessible Transportation (ACAT)
- members represent seniors and people with physical, cognitive & sensory disabilities
- provide advise on design, functionality of accessibility features, initiatives, plans, priorities
- 2007 public consultation on subway cars & LRV
Wheel-Trans Services

- “to-the-door” service for eligible registrants
- community bus routes for all - no eligibility criteria
Goal: Accessible Transit Services

- specialized service, vehicles
- accessible vehicles:
  - conventional buses
  - streetcar (LRV's)
  - subway cars
- accessible stations
- full integration among modes
- as quick as funding allows
Goal: Accessible Transit Services

- Accessible services benefit everyone:
  - People with disabilities
  - Seniors
  - People with minor restrictions
  - People with strollers
- Usable by everyone, etc.
- Spontaneous trip-making
- More travel options
SENIOR CITIZENS GROWTH (65+)

- 2.7% Increase
- 3.8% Increase
- 7.0% Increase
Wheel-Trans Registrants

Year

registrants

15,744

49,342

INCREASING TRIP DEMAND

<table>
<thead>
<tr>
<th>Year</th>
<th>2006</th>
<th>2007</th>
<th>2008</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>1,962,600</td>
<td>2,099,200</td>
<td>2,236,500</td>
</tr>
<tr>
<td>GROWTH %</td>
<td>5.8</td>
<td>7.0</td>
<td>6.5</td>
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Wheel-Trans Specialized Service

- 2007: 2.1 million trips ➔ 49,000 registrants
- 2% “unaccommodated rate”
- contracted accessible taxis
- $76 million: purchase 198 specialized accessible buses
Wheel-Trans Specialized Service

- major update to scheduling system
- real-time service adjustments (AVL/MDT)
- improved capacity utilization (revised modal split)
- improved vehicle design (bus and accessible taxi)
- expand travel training program
- re-introduction of flexible scheduling
Conventional Bus Fleet

- All buses purchased since 1996: low-floor, accessible features

- 1281 buses (79% of fleet) accessible in May 2008
## Accessible Bus Routes

<table>
<thead>
<tr>
<th></th>
<th>2006</th>
<th>2007</th>
<th>2008</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Regular Routes</strong></td>
<td>75</td>
<td>86</td>
<td>118</td>
</tr>
<tr>
<td><strong>All-Night Routes</strong></td>
<td>11</td>
<td>12</td>
<td>21</td>
</tr>
<tr>
<td><strong>Community Routes</strong></td>
<td>5</td>
<td>5</td>
<td>5</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td>91</td>
<td>103</td>
<td>144</td>
</tr>
<tr>
<td><strong>% of Total</strong></td>
<td>54%</td>
<td>62%</td>
<td>86%</td>
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</table>
Conventional Bus Fleet

• 2008-2010: 400 new accessible buses
• $330 million investment
• 2010: bus fleet 100% accessible
Accessible Buses

% of accessible buses vs. Year

1126 buses by 2007
projection

1727 buses by 2010

TTC SP 22-01 2008 DRG. No. 11923a
TTC Streetcar Fleet

- TTC streetcars not accessible
- cannot be retrofitted
- biggest gap in system accessibility
TTC Streetcar Fleet

• plan to buy accessible low-floor light rail vehicles
• policy decision: 100% low-floor
• replace existing streetcars: 2011-2018
TTC Streetcar Fleet

- projected cost for replacement LRV’s: $1.2 billion
- no confirmed funding
- obstacle to system accessibility
Toronto Transit City Light Rail Plan

- **Etobicoke - Finch West**
- **Jane**
- **Eglinton Crosstown**
- **Don Mills**
- **Sheppard East**
- **Scarborough Malvern**
- **Waterfront West**

**Legend:**
- **Existing subway**
- **Existing light rail**

Directions:
- To Mississauga
- To airport
- To York Region
- To Durham Region
- To Mississauga
Transit City Light Rail Plan

- commitment to accessible vehicles, facilities
- joint effort with City of Toronto
- major expansion of accessible services
Transit City Light Rail Plan

- commitment to accessible vehicles, facilities
- joint effort with City of Toronto
- major expansion of accessible services
TTC Subway System

- 64% TTC passengers use subway/RT
- Rapid transit accessibility critical to system accessibility
- Subway cars: each generation ➔ improved accessibility
- T-1:
  - Wider doorways
  - Obstruction-free centre aisles
  - Side stanchions
  - Flip-up seating
Accessible Subway Cars
“Toronto Rocket” Subway Cars

• improved over T-1 cars:
  - wheelchair position with flip-down seats
  - way-finding flooring/colour
  - improved stanchion positions
  - gangways for circulation & evacuation
  - digital voice announcements
  - electronic information display
  - passenger assistance intercom
Redesigned Multipurpose Area
Next Station Signs

This Station is Sheppard-yonge
Doors will open on right side
The next station will be Queen

The Station is Sheppard-yonge
Doors will open on right side
The next station will be Queen
Tactile Directional Flooring
Automated Stop Announcements

- on-board audible, visual “next stop” announcements
- 700 subway, RT cars:
  - transponders at track level
  - activates pre-recorded announcements
  - $2 million
Automated Stop Announcements

• 1,750 buses, streetcars
  • GPS on-board equipment
  • location-coding ~ 16,000 stops
  • $8 million
• installation system-wide 2007-2008
Automated Stop Announcements
Subway / RT Station Accessibility

- year-end 2007: 28 stations:
  - elevators
  - easier-access features
- 41% of stations
Wayfinding Tiles
Signage

Access

Elevator

Buses
Sliding Doors
Benches
Accessible Fare Gates
Station Accessibility

• 28 stations accessible in 2007
• all remaining stations to be made accessible
• requires $348 million
• four stations per year
• projected completion 2020
Accessible Subway & RT Stations

Year

% of accessible stations

- Actual
- Projection

- 28 stations by 2007
- 69 stations by 2020

TTC SP 22-01-2008 DRG. No. 11923b
TTC Subway System

- standards for new, renovated stations
- require elevators, accessibility features:
  - automated doors
  - accessible fare gates
  - clear paths
  - improved signage
- applies to proposed extensions of Yonge, Spadina subways
Proportion of TTC Boardings on Accessible Services

By 2020, all stations, buses and LRT vehicles will be accessible.

To Date

Projected
Other Accessibility Initiatives

- **ACAT**: advice on policies, design, plans, signage
- **training:**
  - accessibility, sensitivity
  - > 4,000 operators, collectors, supervisors
  - certification, re-certification
- **communications:**
  - brochures, community meetings, web based, trade shows
TTC Accessible Services Plan

- 103 accessible bus routes in 2007
  → 144 routes by end of 2008
  → 100% in 2010

- 28 accessible subway stations in 2007
  → 100% by 2020

- All light rail transit routes accessible by 2017
TTC Accessible Services Plan

- next: integration: Wheel-Trans, conventional services
- more travel options
- more cost-effective
Network of Accessible Services

- accessible subway stations fed by:
  - “to-the-door” Wheel-Trans services
  - accessible surface routes
  - integration

- connectivity, alternative services

- accessibility: all TTC services/routes/stations
Proportion of TTC Boardings on Accessible Services

Projected
By 2020, all stations, buses and LRT vehicles will be accessible

To Date

accessible stations

lowfloor LRVs

accessible buses

% of All Boardings

Provincial Legislation - Accessibility

- Accessibility for Ontarians with Disabilities Act (AODA), 2005:
  - requires all services, facilities accessible by 2025
  - TTC’s accessibility plans meet, exceed goal
  - customer service standard, others under development
  - could impose new costs, alter priorities, accessibility plan
Investing in Accessibility

• automated stop announcements - $10 million
• replace, expand Wheel-Trans buses - $76 million
• conventional buses accessible by 2010 - $330 million
• remaining stations accessible - $348 million
• purchase accessible light rail vehicles - $1.2 billion
Getting There Faster

- 3 opportunities: more accessibility, sooner:
  1. Wheel-Trans capacity improvements
  2. more subway station retrofits, sooner
  3. funding for accessible light rail vehicles
Wheel-Trans Specialized Service

- major update to scheduling system
- real-time service adjustments (AVL/MDT)
- improved capacity utilization (revised modal split)
- improved vehicle design (bus and accessible taxi)
- expand travel training program
- re-introduction of flexible scheduling
Wheel-Trans Capacity

- current: 2% of demand not accommodated
- target: ≤ 1% unaccommodated rate
- cost (2009): ~ $0.5 million / year
- proposal:
  - City, Metrolinx/Province share Wheel-Trans operating subsidies
  - similar to arrangements up to 1997
More Subway Station Retrofits, Sooner

- 41 stations awaiting accessibility retrofits
- cost: $348 million
- plan: four stations per year
- completion: 2020
More Subway Station Retrofits, Sooner

- proposal: accelerate construction
- advance $76 million by three years
  - average $9.5 million per year (2009-2016)
- ~ two more stations per year
  - requires design resources, contractors
- complete stations retrofits by 2017
Funding for Accessible Light Rail Vehicles

- current streetcars not accessible
- biggest gap in system accessibility
- plan to buy accessible, low-floor light rail vehicles
- cost: $1.2 billion
- not yet funded
- committed funding ➔ assure progress
Summary: Making the TTC Accessible

TTC:

- long-term commitment to accessibility
- implementation ↔ available funding
- significant progress to date:
  - matching Wheel-Trans service to demand
  - acquiring accessible buses, subway cars
  - elevators/accessible features in stations
- plan: accessible light rail system
- all services, facilities accessible by 2020
Summary: Making the TTC Accessible

- want to make system accessible sooner
- dependent on available funding
- opportunities to accelerate accessibility on TTC
- achievable with more funding, sooner
2008 Public Forum

You are invited to give us ideas on how to make the TTC services and facilities better for our customers with disabilities.

Your comments will be assessed by the Toronto Transit Commission (TTC) and the Advisory Committee on Accessible Transportation (ACAT).

Tuesday, May 20, 2008
7:00 pm to 9:00 pm

Canadian National Institute for the Blind
1929 Bayview Ave.

At the corner of Bayview Avenue and Kilgour Road. Regularly scheduled accessible bus service available on the 11 Bayview from Davisville Station.

If you cannot attend, but would like to contribute suggestions on TTC conventional and Wheel-Trans services, call 416-393-3030, Monday – Friday, 8:00 am – 5:00 pm

www.ttc.ca  416-393-INFO