



# 2018 Accessibility Plan Status Update

**Date:** April 11, 2018  
**To:** TTC Board  
**From:** Chief Customer 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. Twenty-six objectives are now complete, five are expected to be completed by year-end, and others are planned for upcoming years or ongoing.

Key TTC accessibility accomplishments in 2017 included:

- Upgrading St Clair West, Woodbine, and Coxwell Stations with new elevators, automatic sliding doors, wayfinding signage, fare gates, and Wheel-Trans bus bays;
- Opening six new accessible stations on the Line 1 extension to Vaughan;
- Revamping Wheel-Trans eligibility criteria and application processes in alignment with the Accessibility for Ontarians with Disabilities Act, 2005 (AODA), including categorization of customers' eligibility as unconditional, conditional and temporary;
- Launching the "Family of Services" pilot to expand service offerings to volunteer and conditionally-eligible Wheel-Trans customers to use designated sections of the conventional transit system;
- Piloting changes to two community bus routes, 400 Lawrence Manor and 404 East York, as part of the Family of Services initiative;
- Building an access hub at the Meadowvale Loop to provide Wheel-Trans customers with a safe, dry, heated, and well-lit accessible transfer point to conventional transit;
- Procuring new, smaller Wheel-Trans buses better able to navigate narrow downtown streets; and
- Completing a customer-centric accessibility study focused on accessible subway stations, bus stops along five piloted bus routes, Wheel-Trans bus stops at subway stations, and Wheel-Trans regional transfer points, that recommended way-finding and infrastructure improvements.

Major planned accessibility initiatives in 2018 include:

- Completing "Easier Access" accessibility upgrades, including elevators, automatic doors, and improved signage and wayfinding at St Patrick Station and awarding construction contracts for three additional subway stations;
- Beginning remedial work to improve five subway station platforms to reduce the gap between trains and platforms;

- Widening sidewalks or installing concrete pads at up to 300 bus stops to improve accessibility;
- Continuing implementation of the Wheel-Trans Transformation Program, including building three additional access hubs and expanding Family of Services integration options for all conditional Wheel-Trans customers by offering more surface route transfer points;
- Revamping Wheel-Trans customer policies to support a new customer experience strategy.

In addition, new accessibility initiatives which were not originally included in the multi-year Accessibility Plan continue to be developed. TTC staff have been reporting back to the Board and ACAT on an annual basis, 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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It is recommended that:

1. 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 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**

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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 approximately \$301 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.

The 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 \$615.3 million have been budgeted in the 2018-2027 TTC Capital Budget, representing over 9% 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 2018-2027 TTC Capital Budget**

<b>Project Name</b>	<b>Description</b>	<b>Budget (millions)</b>
Easier Access Phase III	Accessibility retrofits at subway stations, including elevators, power operated / sliding doors, fare gates, ramps, signage, and associated architectural, structural, mechanical, and electrical modifications.	\$472.9
Elevator Overhaul	Removal and replacement of elevator units at three subway stations with more dependable and robust equipment to ensure reliable service for customers with disabilities.	\$3.3
Purchase of Wheel-Trans Buses	Commencing partial replacement of the existing “Friendly” bus fleet.	\$81.2
Wheel-Trans Transformation Program	Continued implementation of a comprehensive program to deliver aspects of the Wheel-Trans 10-Year Strategy, composed of wide-ranging initiatives from eligibility changes to fleet replacement planning.	\$39.7
Bus Stop Improvements for Accessibility	Construction/installation of new concrete pads at bus stops accessible for customers who use mobility devices.	\$18.2
Elevator and Escalator Real Time Monitoring System (RTMS)	Design and integration of a system to remotely monitor the status of elevators and escalators in real time to provide faster maintenance response and improved customer information.	\$1.9
<b>Total</b>		<b>\$615.3</b>

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.

This report has no financial impact beyond that which has been requested as part of the 2018-2027 Capital Budget approved by City Council at its meeting of February 12, 2018.

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

## Equity/Accessibility Matters

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The TTC is working towards making Toronto's transit system barrier-free by implementing changes that will make its services and facilities accessible to all. The TTC strongly believes everyone should enjoy the freedom, independence and flexibility to travel anywhere on its transit system. The TTC has, for several years, produced and updated plans for making its system accessible. The current TTC 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's commitment to providing accessible transit is also at the forefront of its new 2018-2022 Corporate Plan.

The TTC develops, reviews, and updates its accessibility initiatives in consultation with people with disabilities, particularly by consulting 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, accessibility education for customers, and Wheel-Trans policy changes. 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.

Further information and details on many other completed or ongoing TTC accessibility improvement initiatives are provided in this report. These initiatives help the TTC achieve its vision of a seamless, barrier-free transit system that makes Toronto proud.

## Decision History

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This report provides the fourth 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%20the%20TTC/Commission%20reports%20and%20information/Commission%20meetings/2014/April%2030/Reports/2014%202018%20TTC%20MultiYear%20Accessibility%20Plan.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%20the%20TTC/Commission%20reports%20and%20information/Commission%20meetings/2015/March%2026/Reports/2015%20Accessibility%20Plan%20Status%20Report.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 177 80 V2.pdf](http://www.ttc.ca/About%20the%20TTC/Commission%20reports%20and%20information/Commission%20meetings/2016/February%2025/Reports/2016%20Accessibility%20Plan%20Status%20Report%20BR%20177%2080%20V2.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%20the%20TTC/Commission%20reports%20and%20information/Commission%20meetings/2016/February%2025/Reports/W-Trans%2010%20Year%20Strategy%20Update%20combined.pdf)

An update on the Wheel-Trans 10-Year Strategy was presented and approved by the Board at its September 28, 2016 meeting:

[http://www.ttc.ca/About the TTC/Commission reports and information/Commission meetings/2016/September 28/Reports/4 Wheel-Trans 10-Year Strategy - September 2016 Update.pdf](http://www.ttc.ca/About%20the%20TTC/Commission%20reports%20and%20information/Commission%20meetings/2016/September%2028/Reports/4%20Wheel-Trans%2010-Year%20Strategy%20-%20September%202016%20Update.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 %20 III.pdf](https://www.ttc.ca/About%20the%20TTC/Commission%20reports%20and%20information/Commission%20meetings/2016/October%2027/Reports/7%20Feasibility%20of%20Acceleration%20Easier%20Access%20%20III.pdf)

The 2017 TTC Accessibility Plan Status Report, the third update on the multi-year Accessibility Plan, was approved by the Board at its April 20, 2017 meeting:

[http://www.ttc.ca/About the TTC/Commission reports and information/Commission meetings/2017/April 20/Reports/9 2017 Accessibility Plan Status Report BR%2018389.pdf](http://www.ttc.ca/About%20the%20TTC/Commission%20reports%20and%20information/Commission%20meetings/2017/April%2020/Reports/9%202017%20Accessibility%20Plan%20Status%20Report%20BR%2018389.pdf)

An action plan to resolve the Gap Between Subway Trains and Platforms was approved by the Board on November 13, 2017:

[http://www.ttc.ca/About the TTC/Commission reports and information/Commission meetings/2017/November 13/Reports/11 Gap Between Subway Trains and Platforms.pdf](http://www.ttc.ca/About%20the%20TTC/Commission%20reports%20and%20information/Commission%20meetings/2017/November%2013/Reports/11%20Gap%20Between%20Subway%20Trains%20and%20Platforms.pdf)

## **Issue Background**

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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, and annually on the progress of the objectives committed to in its multi-year TTC Accessibility Plan since 2015. In 2019, staff will bring the next multi-year TTC Accessibility Plan to the Board.

## **Contact**

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Jacqueline Darwood, Head - Strategy and Service Planning  
416-393-4499  
jacqueline.darwood@ttc.ca

## **Signature**

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Kirsten Watson  
Deputy Chief Executive Officer (Acting)/Chief Customer Officer

## **Attachments**

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Attachment 1: 2018 TTC Accessibility Plan Status Report



## Accessibility Plan Status Update

2018





# Contents

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<b>1. Introduction</b> .....	2
<b>2. Accessibility feedback and consultation</b> .....	3
<b>2.1 Advisory Committee on Accessible Transit (ACAT)</b> .....	3
<b>2.2 Customer Feedback</b> .....	3
<b>2.3 Public Forum on Accessible Transit</b> .....	3
<b>2.4 People in Motion Show</b> .....	5
<b>2.5 Wheel-Trans 10-Year Strategy</b> .....	6
<b>3. Status Update: Accessibility Improvement Plans, 2017 - 2018</b> .....	7
<b>3.1 Stations and Facilities</b> .....	7
Elevators and Barrier-Free Paths .....	7
New Station Entrances .....	9
Line 1 Subway Extension .....	10
Metrolinx Rapid Transit Lines .....	11
Elevator and Escalator Reliability .....	11
<b>3.2 Vehicles</b> .....	13
Low-Floor Streetcars .....	13
Conventional Buses.....	15
<b>3.3 Wheel-Trans Services</b> .....	16
<b>3.4 Customer Services Initiatives</b> .....	16
Vehicle Announcements.....	16
Signage and Wayfinding .....	17
Passenger Information Displays.....	17
PRESTO Fare Card System.....	18
Subway Station Public Address System Upgrade .....	18
<b>4. New Accessibility Improvement Projects</b> .....	19
“Platform Gap” Improvements.....	19
New Fare Gates at Subway Stations .....	19
Line 3 (Scarborough) Accessibility Upgrades.....	20
Transit Fare Equity.....	20
Customer Education on Accessibility.....	21
Community Bus .....	22
Family of Services .....	23
Access Hubs.....	24
Beacon Wayfinding Pilot Project .....	24
<b>5. Ongoing Accessibility Standards Compliance</b> .....	25
<b>Accessibility Plan Objectives By Year</b> .....	26

# 1. Introduction



The TTC has a long history of, and commitment to, transit accessibility improvements. Working together with 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 AODA.

This status report provides an update on the most recent 2014 - 2018 TTC multi-year 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

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

During 2017, 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 the TTC services. ACAT's activities in 2017 included:

- advising TTC staff on the Wheel-Trans 10-Year Strategy and Transformation Program, including the Family of Services pilot and new Access Hub;
- reviewing designs for accessibility improvements at Keele, College, and Donlands Stations;
- providing input on the TTC 2018 - 2022 Corporate Plan; and
- Participating in a video for the customer education campaign regarding people using mobility devices when boarding TTC low-floor streetcars.

ACAT will continue to provide advice to TTC staff in 2018 to support efforts to achieve the multi-year Accessibility Plan objectives, and on the development of the upcoming 2019-2023 TTC multi-year Accessibility Plan.

### 2.2 Customer Feedback

The TTC has processes in place to obtain, monitor, evaluate and respond to customer feedback on accessibility matters. Feedback may be provided through the TTC Customer Service Centre by telephone, fax, TTY, mail, in-person, Twitter, or online. Family of Services customers are regularly surveyed to gather feedback on their experiences using the TTC. Considerable feedback from people with disabilities is also obtained through the annual TTC Public Forum on Accessible Transit and other TTC public consultation events.

### 2.3 Public Forum on Accessible Transit

The TTC and ACAT jointly hold an annual public meeting to obtain customer input on accessibility matters in order to inform TTC accessibility improvement initiatives. The tenth annual Public Forum on Accessible Transit was held in September, 2017 during which the TTC's accessible conventional and specialized services, vehicles, and facilities were discussed. This event provides an opportunity for the TTC's Board



members, senior staff and ACAT members to hear directly from customers with disabilities about their accessibility priorities, complaints and commendations, and requests for change.

This year, over 300 individuals attended the event in person at the Beanfield Centre, Exhibition Place. 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 which has had over 250 views as of January 2018. Many others followed the conversation on Twitter and/or submitted comments through an online survey or to the TTC Customer Service Centre.

Several important accessibility matters were raised during the tenth annual Public Forum on Accessible Transit, including suggestions for improvement, concerns, and general comments regarding:

- Wheel-Trans booking and customer service wait times;
- Wheel-Trans eligibility, no-show, and trip cancellation policies;
- prioritization of subway station accessibility;
- improving real-time trip information on both conventional and Wheel-Trans vehicles; and
- The gap between subway trains and platforms.

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 400 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 2017, 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 and afforded customers the opportunity to practice mobility device boarding and alighting. Positive feedback was received as this bus was equipped with a new model of mobility device securement system, which the TTC will consider for future buses. TTC also consulted customers on possible future community bus routes and provided information on the Wheel-Trans 10-Year Strategy and Family of Services initiative. TTC staff were on hand to respond to questions and collect feedback for review. The TTC plans to participate again in the People in Motion event in 2018.

## 2.5 Wheel-Trans 10-Year Strategy

Public consultations were held again last year (in April 2017) to gain customer feedback on the Wheel-Trans 10-Year Strategy initiatives, including the Family of Services pilot. Five public meetings were held across the city and all were well attended.

The next stage of consultation sessions will be held in May 2018 to provide the public with an update on the Wheel-Trans 10-Year Strategy, including expanded Family of Services routes and an overview of the new customer experience strategy including a revamping of customer policies.



## 3. Status Update: Accessibility Improvement Plans, 2017-18

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In 2017, two objectives of the 2014-2018 TTC Accessibility Plan were fully completed. To-date, 26 objectives are now complete. Work to complete the remaining objectives is ongoing, as described below.

### 3.1 Stations and Facilities

#### Elevators and Barrier-Free Paths

**Objective:** 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. The TTC currently expects that a total of eight stations will be made accessible between 2014 and 2018, which is short of our original commitment to complete eleven stations in this timeframe, for the reasons noted below.

Accessibility upgrades were completed at Dufferin and Lawrence West Stations in 2014, and Ossington Station in 2016. In 2017, accessibility improvements were completed at St Clair West, Woodbine and Coxwell Stations, which are now accessible with elevators providing access from street to concourse to subway platforms, accessible sliding entrance doors, new signage and wayfinding, and designated Wheel-Trans bus bays.

The design schedules as planned for Wilson, Runnymede and King Stations, have been impacted as these stations have encountered more demanding requirements in the areas of property acquisitions, complex design elements, limited access, utilities, and operational constraints. However, in order to maintain a commitment to continue making stations accessible, the design and construction schedules for St Patrick and Dupont Stations have been advanced where possible, and the elevators for these stations are now expected to be in service by 2018 and early 2019 respectively. Construction is also underway at Royal York, Yorkdale and Wellesley Stations. Moreover, the conceptual design phase to make stations accessible has now been initiated for all the remaining stations.

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:

Stations	Elevators in Service
St Patrick	2018
Dupont	2019
Royal York	2019
Wellesley	2020
Yorkdale	2020
Wilson	2020
Runnymede	2020
Bay	2020
Chester	2020
King	2021
Sherbourne	2021
Lansdowne	2021
Keele	2021
College	2022

Stations	Elevators in Service
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

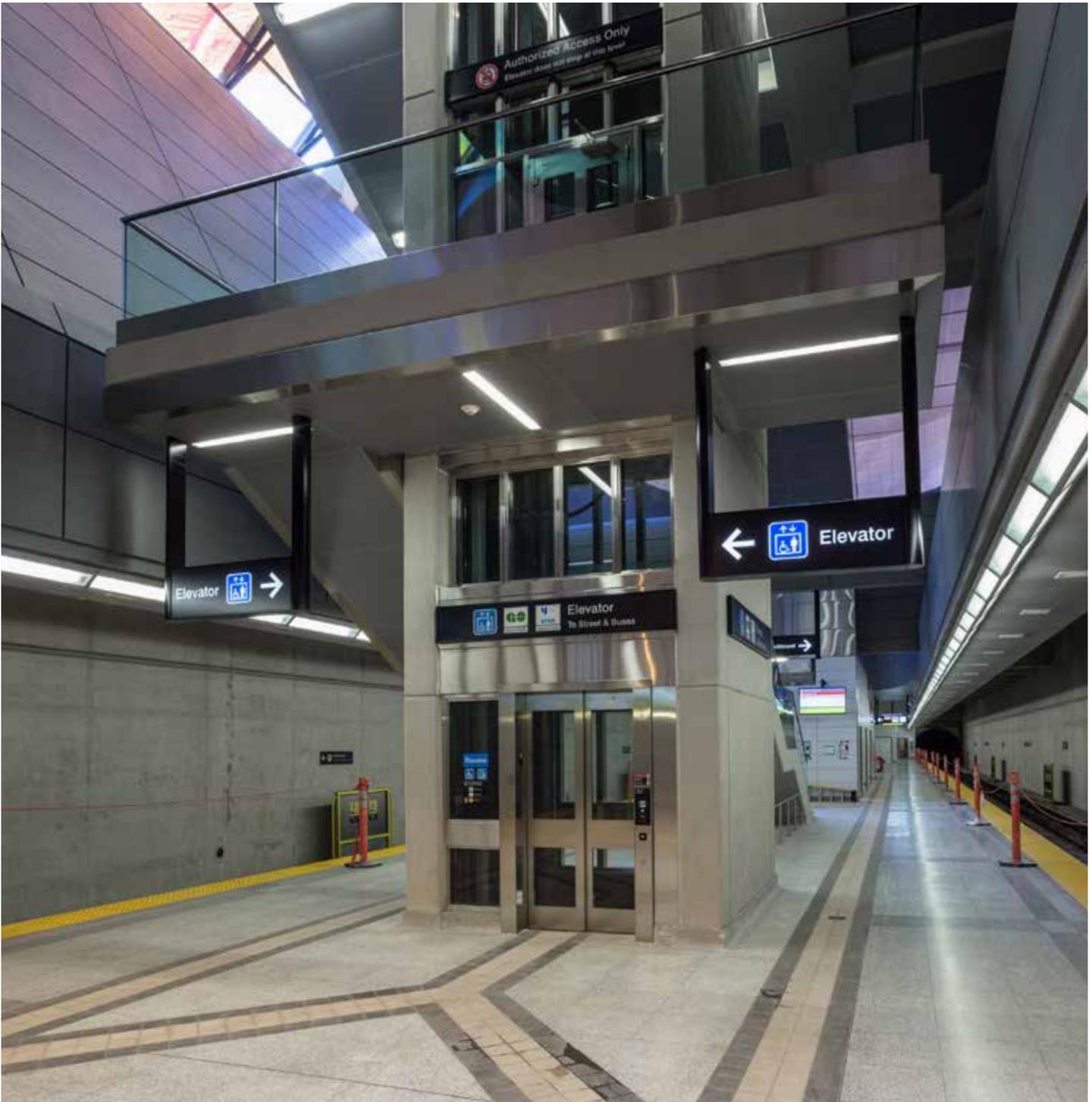
**Objective:** Work with property developers to create new accessible entrances to stations, where opportunities arise.

**Status update:** 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 also 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.

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. A new third-party accessible entrance is also planned at York Mills Station, which will enhance accessibility at this location. In the future, TTC will continue to work with property developers, whenever opportunities arise to replace existing or build new station entrances.





## Line 1 Subway Extension

**Objective:** ACAT to review Line 1 Extension stations construction prior to project completion, to ensure all required accessibility features have been implemented as designed.

**Status update:** ACAT reviewed the Line 1 Extension stations in Q4 2017 and provided valuable feedback to TTC staff.

## Metrolinx Rapid Transit Lines

**Objective:** Collaborate with Metrolinx to ensure all major transfer points between rapid transit lines and the 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.

In 2017-18, TTC staff reviewed the designs of all stations with TTC infrastructure with ACAT (Mt Dennis, Keele, Caledonia, Cedarvale, Eglinton, Don Mills, and Kennedy).



## Elevator and Escalator Reliability

**Objective:** Rebuild five elevators to improve reliability by 2015.

**Status update:** Due to a major increase in the scope of work of the elevator overhaul project, as further outlined below in this section, the original objective to rebuild five elevators by the end of 2015 was not met. Instead, overhauls of two elevators were completed by the end of 2015 at Dundas West and Finch Stations.

The current phase of the elevator rebuild project involves two elevators at Kennedy Station. The first elevator between the subway platform and concourse level was rebuilt between October 2017 and February 2018, and the overhaul on the second elevator will follow. Overhaul of the elevator at Bathurst Station is scheduled for completion in early 2019.

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 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.

**Objective:** 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 2021. 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 implemented, this system will also capture operational information on elevators and escalators; this information will enable the 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.

**Objective:** Replace five escalators to improve reliability by 2018.

**Status update:** The TTC plans to replace five escalators at subway stations to improve reliability and reduce unplanned outages for our customers who rely on these devices. Due to procurement challenges this work will now be completed by 2020.

## 3.2 Vehicles

### Low-Floor Streetcars

**Objective:** Install new curb ramps or modified platforms, as required, at streetcar stops.

**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 indicators at all platform ramps to street level, and a new lower railing to improve accessibility for customers with vision loss or low vision. By the end of 2018, curb ramps are expected to be installed at the remaining stops along College, Carlton, and Gerrard Streets. Work to modify platforms on Roncesvalles Avenue has been rescheduled to 2019 to better coordinate with other necessary track and intersection work along that street and to minimize disruption for the surrounding community.

**Objective:** All streetcar routes accessible by end of 2019.

**Status update:** The 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 or during special events.



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. 514 Cherry began to operate entirely with low-floor accessible streetcars in mid-2017. Low-floor streetcars also began to operate on 512 St Clair, effective September 2017, and on 504 King in December 2017 to support the King Street Pilot Project. All streetcar routes will be designated as accessible by the end of 2019.

It is important to note that some older, legacy streetcars may 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. These streetcars are not accessible. Current plans, which are subject to change, are for legacy 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

**Objective:** Upgrade as many bus stops as possible.

**Status update:** The TTC has initiated a capital project to improve bus stops by bringing them up to a state of good repair, lengthening them to accommodate articulated buses (where applicable), and ensuring they are accessible for customers using mobility devices. This is accomplished by widening sidewalks and/or installing concrete pads. In 2017, 74 bus stops were improved, and in total, over 530 bus stops have now been upgraded since 2014. In 2018, we expect to improve another 300 bus stops. Certain bus stops on the five current Family of Service pilot routes (described in Section 4, below) have also been designated as shared Wheel-Trans stops.

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 be directed by bus operators to board at the preceding or following stop, or at the next available safe location.





### 3.3 Wheel-Trans Services

All Wheel-Trans objectives from the 2014-2018 multi-year Accessibility Plan are now complete. Implementation of the Wheel-Trans Transformation Program and 10-Year Strategy initiatives continues, as described in Section 4.

### 3.4 Customer Service Initiatives

#### Vehicle Announcements

**Objective:** 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.

**Objective:** 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 beginning in 2018. These announcements were previously implemented as a trial on the 95 York Mills and 196 York University Rocket express routes.

## Signage and Wayfinding

**Objective:** 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 12 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.

**Objective:** 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, as identified during consultation with ACAT. Instead, all buses now audibly announce their routes and destinations on arrival. Also, in early 2018 a "beacon wayfinding" pilot project was launched to improve wayfinding for customers with vision loss or low vision throughout subway stations, including bus platforms. Refer to Section 4 for additional information.

## Passenger Information Displays

**Objective:** Post notifications of localized elevator and escalator outages on passenger information displays near station entrances.

**Status update:** This objective is partially completed as elevator outage notifications are now made available on displays as soon as the TTC's Transit Control Centre becomes aware of the outage. This helps to make customers aware of outages before a fare is paid. The background colour of these notifications has been changed to accessible blue and the International Symbol of Access added to better distinguish them from other service alerts.

Funding for the necessary information technology upgrades to complete this objective (i.e., including escalator alerts), was approved as part of the 2015 TTC budget process. This project aims to improve notifications of elevator and escalator outages on station displays 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 underway.



## **PRESTO Fare Card System**

**Objective:** 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. In 2017, new secondary card readers were installed on the front of many of the new paddle-style fare gates. The wide fare gates that do not yet have them installed will get them throughout this year. PRESTO Fare Vending Machines were installed at the Line 1 extension stations, as well as at Sheppard West and Wilson. In addition, new second generation Self-Serve Reload Machines were also installed at these stations (except Sheppard West and Wilson). Both these devices will continue to be installed at all subway station entrances throughout this year. The new second generation Self-Serve Machines are faster and include a number of improvements based on feedback from ACAT. The TTC is also working with PRESTO on a payment solution for Wheel-Trans sedan taxis.

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

**Objective:** 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 speakers in the remaining two subway stations in 2018.

## 4. New Accessibility Improvement Projects

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TTC continues to innovate and develop new accessibility improvement initiatives. Many new accessibility projects were underway in 2017 beyond those originally included in the 2014-2018 Accessibility Plan. These include:

- “Platform Gap” Improvements
- 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
- Beacon Wayfinding 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.

In November 2017, the Board approved implementing initial improvements to horizontal gaps at subway platforms requiring moderate improvements and to trial the suitable gap filler product, while a study takes place in 2018 - 2019, to determine the options for the required modifications on prioritized basis for the remainder of the stations.

### 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 one or 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 EAPUs with fare gates has been a significant accessibility improvement for customers. The EAPU devices accepted payment by token and Metropass only, and were not proven to be as reliable as our customers expected.

By the end of 2017, new fare gates were installed at, at least one entrance of 43 subway stations in 2017. Rollout of the new fare gates will continue into 2018 until all remaining entrances are complete.

Based on feedback from ACAT, a new lower PRESTO reader was included on all wide fare gates installed in 2017 to ensure that these devices are accessible, and will be retrofitted onto all wide fare gates originally installed in 2016.

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

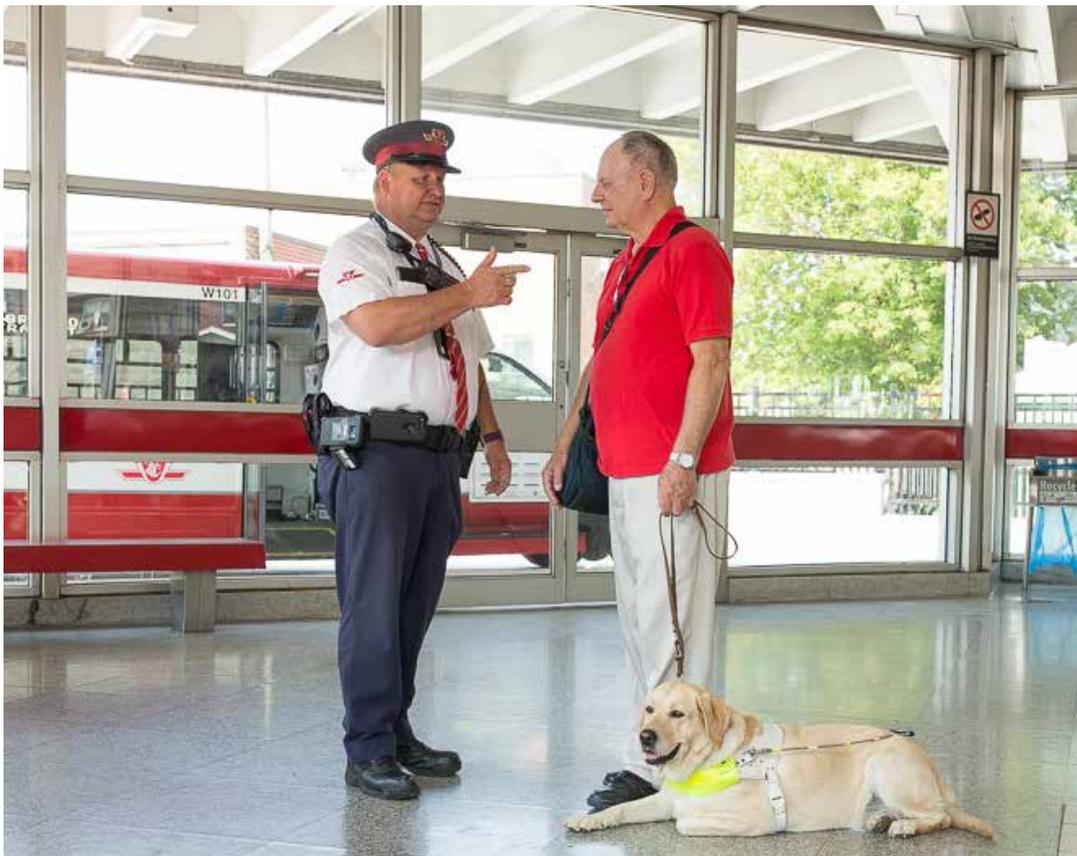
In 2016, work began to retrofit Line 3 trains for improved accessibility, as an interim measure until the Scarborough Subway Extension opens. This work includes removal of eight seats on each train car to implement multi-purpose seating areas that can better accommodate customers using mobility devices, new pull down handholds at the multi-purpose areas, and improved lighting and aesthetics throughout. Eight cars were completed by the end of 2017 and all 28 cars are expected to be completed by the end of 2020.

### **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.

The first phase of the Fair Pass Program will start on April 1, 2018 through Toronto Employment and Social Services (TESS) offices across the city. Eligible Toronto residents include Ontario Disability Support Program and Ontario Works clients not in receipt of transportation supports.



### **Customer Education on Accessibility**

The TTC has heard from its customers with disabilities that a stronger emphasis is needed on public education regarding accessibility matters. A customer education video was developed with the assistance of ACAT members regarding low-floor streetcar use and was released in 2017. In 2018, the TTC plans on producing a “share the space” advertising campaign. The campaign will focus on customer behaviour as it relates to sharing space in our vehicles with customers with disabilities.

In 2018, the TTC will also develop and pilot a Travel Training program for Wheel-Trans customers with conditional eligibility. The program will be designed to support and enhance their experience on conventional transit and enable customers to maximize use of the TTC's Family of Services. The program will cover a variety of topics ranging from wayfinding, hours of operation, priority seating, fare payment and key safety features like the Designated Waiting Areas, Assistance Intercoms, and Emergency Alarms.

## Community Bus

In 2015 - 16, the TTC engaged a consultant to comprehensively review the TTC's community bus service. As a result of that review, and prior to implementing and committing to permanent changes, the TTC began a pilot project starting in September 2017 which extended the following community bus routes:

- 400 Lawrence Manor northwest to Humber River Regional Hospital while simplifying the routing in the Bathurst/Lawrence area.
- 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.



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 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. Later in 2018, TTC staff will report back on the results of the pilot project, and recommend whether to continue with, expand, or discontinue the community bus 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**

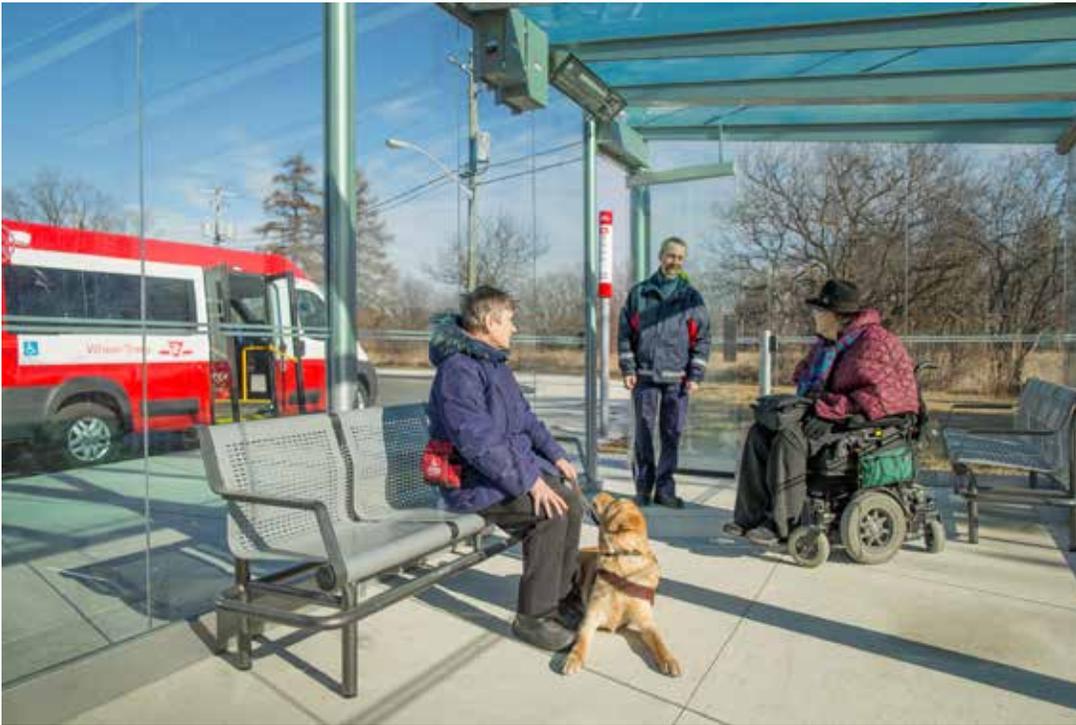
In May 2017, TTC began a pilot project to identify potential strengths and weaknesses of the proposed Family of Services strategy. The purposes of the pilot project are to:

- Assess how prepared the conventional transit system is for integration with Wheel-Trans as part of the overall Family of Services model
- Gauge the willingness of customers to adopt to Family of Services when able to do so
- Identify how to best support customers and employees
- Identify necessary operational, communication, and training improvements for operators and staff working in the contact centres, so that adjustments can be made prior to the overall rollout across the TTC.

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

The TTC is examining growth options for Family of Services, including:

- Engaging with more conditionally eligible customers to assist with their Family of Services trips.
- Expanding TTC surface route transfer points beyond the five piloted routes; and
- Continuing AODA sensitivity training for all TTC operators.



## **Access Hubs**

This new initiative as part of the Wheel-Trans Transformation Program will build a limited number of Access Hubs, to support the Family of Services initiative.

Access Hubs are designated transfer points between specialized and conventional modes of service. These transfer points contain heated shelters, seating, lighting, accessible doors, and customer information areas, providing customers with a more comfortable place to wait for conventional service or Wheel Trans rides. The first Access Hub at the TTC's Meadowvale Loop opened in January, 2018. The installation of multiple Access Hubs at three more locations is planned for 2018.

## **Beacon Wayfinding Pilot Project**

This new initiative has moved forward in lieu of the tactile wayfinding proposal described in Section 3.4. The project will involve installing electronic wayfinding beacons to assist customers with vision loss or low vision to have better access to the TTC's services. Wayfinding beacons will directly connect with the customer's supported smartphone wayfinding software via Bluetooth, allowing customers with vision loss or low vision to independently navigate throughout a subway station. In support of CNIB's ShopTalk initiative in the Yonge and St Clair area, this initiative will first be piloted at St Clair Station in 2018.

## 5. Ongoing Accessibility Standards Compliance

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

The following three requirements of the IASR took effect on January 1, 2017 for large public sector organizations, including the TTC: (1) revised eligibility criteria/categories for specialized transit; (2) electronic on-board next stop announcements, and (3) electronic pre-boarding route/destination announcements.

1. The revised categories of eligibility for Wheel-Trans customers, and new application and appeal processes for Wheel-Trans applicants and customers were developed in consultation with internal stakeholders, including ACAT, and over 50 external stakeholders, ranging from local, provincial and national agencies to medical and legal communities. These revised categories of eligibility, and the new application and appeal processes were implemented on January 1, 2017; therefore, the 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 TTC buses and streetcars. Implementation of electronic pre-boarding route/destination announcements on all TTC 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, the TTC is working towards full compliance with this requirement.

Remaining requirements of the IASR applicable to the TTC involve accessible websites and web content, and take effect in 2020. The TTC is already in compliance with these requirements, and a planned website redesign in 2018 will continue to maintain compliance with these requirements.

# Accessibility Plan Objective by Year

Key area	Objectives for 2014	Year Completed
Stations and Facilities	Review the TTC design standards and implement changes to incorporate new legislative requirements	2014
Stations and Facilities	Complete accessibility retrofits at Dufferin and Lawrence West stations	2014
Stations and Facilities	Open a new accessible entrance at Queen's Park Station	2015
Stations and Facilities	Open a new accessible entrance at Sheppard-Yonge Station	2015
Vehicles	Launch the first accessible streetcar route	2014
Vehicles	Review all inaccessible bus stops to determine if these can be made accessible.	2014
Vehicles	Begin to install exterior door chimes at all Toronto Rocket train doors	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	2014
Wheel-Trans Services	Reduce the number of no-shows for eligibility assessment interviews.	2014
Wheel-Trans Services	Upgrade the Wheel-Trans website to enable customers to add new addresses online	2014
Customer Service	Install new priority seating decals on all TTC vehicles	2014
Customer Service	Launch a new priority seating public education campaign	2014
Customer Service	Introduce blue seat fabric in priority seating areas	2014

<b>Key area</b>	<b>Objectives for 2014</b>	<b>Year Completed</b>
Customer Service	Introduce a new concept for the representation of subway lines 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	2014
Customer Service	Fare vending machines are accessible when introduced on new streetcars and busy streetcar stops	2014
Customer Service	Upgrade the public address system in 20 subway stations to make announcements easier to hear and understand	2014

<b>Key area</b>	<b>Objectives for 2015</b>	<b>Year Completed</b>
Vehicles	Replace all high-floor lift-equipped buses with new low-floor buses	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 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	2015
Stations and Facilities	Rebuild five elevators to improve reliability	2019 (Planned)

Key area	Objectives for 2016	Year Completed
Wheel-Trans Services	Revise Wheel-Trans eligibility criteria to introduce “conditional eligibility”	2016
Stations and Facilities	Implement escalator and elevator real-time monitoring system.	2021 (planned)
Customer Service Initiatives	Provide electronic pre-boarding announcements on TTC vehicles.	2016 (bus/streetcar) 2018 (subway, planned)

Key area	Objectives for 2017	Year Completed
Stations and Facilities	ACAT to review Line 1 Extension construction prior to project completion, to ensure all required accessibility features have been implemented as designed.	2017
Customer Service Initiatives	Future PRESTO devices will be accessible.	2017

Key area	Objectives for 2018	Year Completed
Stations and Facilities	Complete accessibility retrofits at stations between 2014 and 2018.	2018
Stations and Facilities	Replace five escalators to improve reliability	2020
Customer Service Initiatives	Improve the next stop announcements on express bus routes.	Full rollout as part of VISION starting 2018
Customer Service Initiatives	Replace tactile and braille, and other associated elevator signage, for consistency across TTC	2018
Customer Service Initiatives	Upgrade the public address system in all subway stations	2018
Vehicles	Upgrade as many bus stops as possible by 2018	2018
Vehicles	Install new curb ramps or modified platforms, as required, at streetcar stops	2019

Key area	Ongoing and Future Objectives	Year Planned
Vehicles	All streetcar routes will be accessible.	2019
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 the TTC services are accessible.	Ongoing
Customer Service Initiatives	Post notifications of localized elevator and escalator outages on passenger information displays near station entrances.	Partially complete. Full implementation 2021 (planned)

Key area	No Longer Planned	Reason
Customer Service Initiatives	Launch a pilot project for tactile signage at bus platforms.	Replaced with beacon wayfinding project and audible external route announcements

