

#### -TORONTO TRANSIT COMMISSION

# Welcome!

## 2014 Public Forum on Accessible Transit

September 17, 2014



**#TTCAccess** 

#### Our Vision — A transit system that makes Toronto proud



#### Tonight's Agenda

#### One-on-one discussion: 6pm to 7pm







#### Located in the next room



**#TTCAccess** 

#### Tonight's Agenda

#### Open Forum: 7pm to 9pm







#### **#TTCAccess**

#### Ways to provide feedback:

• Ask questions in person tonight







#### Feedback

#### Ways to provide feedback:

• Submit a blue Assistance Card

#### TTC Public Forum on Accessible Transit Assistance Card

If you require assistance in communicating your questions and comments, please print them clearly below. The card can be given to any TTC staff member and the facilitator will read them aloud tonight. Thank you.







#### Feedback

#### Ways to provide feedback:

• Complete and submit a Questionnaire

Questionnaire TTC Public Forum on Accessible Transit - September 17, 2014	Poor", how would you 10 (Excellent) 9 8	0, where 10 is "Excellent" and 1 is "Very rate the 2014 TTC Public Forum overall: 3 7 6 5 4 3 2 1 (Very Poor) R TTC Public Forum on Accessible Transit, forum was?			
1. Which TTC services do you regularly use?	Much better	U Worse			
Wheel-Trans	Better	Gignificantly worse			
Fixed Route Service (Bus, Streetcar, Subway, RT)		Did not attend in 2013			
None	L the same	E Did hot attend in 2015			
	5. How could we improve	e the Public Forum for next year?			
<ol><li>What area(s) should the TTC focus on to improve accessibility of its services? Please select all that apply.</li></ol>					
Wheel-Trans Vehicles					
Wheel-Trans Reservations / Customer Service					
Design of Fixed Route Stations / Stops / Vehicles					
Frequency/Reliability of Accessible TTC Service					
Elevators and Escalators	You may leave this question	nnaire with us this evening, or mail it to us at			
TTC Customer Service	2014 Public Forum	on Accessible Transit			
Other (please specify):	Toronto Transit Comr	nission			
	1900 Yonge Street				
	Toronto, Ontario, M45	5 1Z2			
	You may also complete the	on-line survey on our website at www.ttc.c			
		What happens next?			
	All comments received will	be reviewed by TTC staff and the Advisory			
		Committee on Accessible Transit (ACAT). Feedback will be considered in			
	development of the next TT	C accessibility plan.			
	The TTC will commonize	questions asked at the Forum and provid			
		ebsite and in CommunityLINK, the Wheel			
	Trans newsletter. If you have any additional comments or question				
*****	please contact us at acce	essibility.forum@ttc.ca			
	1				



#### **#TTCAccess**

#### Other ways to provide feedback:

- Call us: 416-393-3030
- **TTY**: 416-338-0357
- Email: <a>accessibility.forum@ttc.ca</a>
- Twitter: @ttchelps
- Write us: 1900 Yonge St, Toronto, M4S 1Z2



## **Questions? We are here to help:**

- ✓ Ask any TTC staff member
- Attendants available for assistance with personal needs



		Occasional Trip Logged In User: Tim		jout)			Main Page
Trip Ir	nquiry Booking	Cancellations	My Profile				
Plan Trip -	→ Origin → Destination	$h \rightarrow Companions and here are a companions are a companions and here are a companions ar$	Devices → Confi	rm Request			1
On Tueso	<b>Frip</b> – Occasional day, Jul 8, 2014, Drop-o day, Jul 8, 2014, Pickup						
Address Search Criteria Enter the street number and street name of the desired address. You also have the option to specify the street type, direction and municipality. We will try to match your criteria to streets in our database.							
Street Number * 100	Street Name * king	Street Type (Any)	Direction (Any)	Search			

# Easier Wheel-Trans online booking is here - no need to call to add new addresses





Wheel-Trans service is available 24 hours per day



11



Accessible streetcars are now running on route 510 Spadina



Route	First New Streetcar
510 Spadina	Aug 31, 2014
511 Bathurst	2015
509 Harbourfront	2015
505 Dundas	2015/2016
501 Queen	2016/2017
508 Lakeshore	2017/2017
504 King	2017
512 St Clair	2017/2018
502 Downtowner	2018
503 Kingston Road	2018
506 Carlton	2018/2019

Accessible streetcars are coming to all routes by 2019





#### TTC operates over 1,875 accessible buses





New accessible articulated "bendy" buses now in service





**TTC has five Community Bus Routes** 





Support Person Assistance Cards are now available for eligible customers with disabilities







#### **PRESTO** is coming to TTC – Wave 1 launches this Fall



## **Priority Seating**



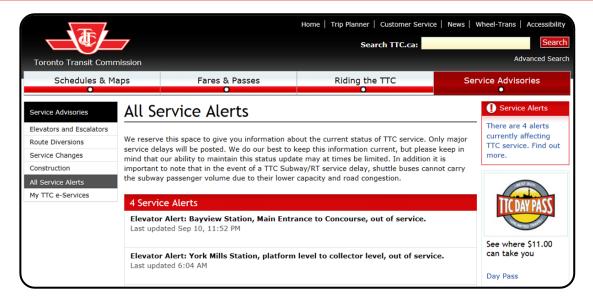
You must give up these seats for people using wheelchairs or other mobility devices.

AODA, O. Reg. 191/11 | TTC By-law No. 1

Please use the brake or secure your mobility device.

# DescriptionDescriptionDescriptionImage: DescriptionImage: Descriptio

Improved Priority Seating decals are coming soon to all TTC vehicles





Elevator outage alerts are available online, by email, LIFT line, or Twitter



We are searching for 5 new ACAT members for 2015 Information Sessions will be held Oct 1 and 2 at City Hall

