



TORONTO TRANSIT COMMISSION

2014 Public Forum on Accessible Transit

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September 17, 2014

#TTCAccess





Tonight's Presentation:

- **TTC Accessibility Status Update**
- **Your 2013 Feedback**
- **2014 Accessibility Highlights**



Accessibility Status Update



Where we are today:

- All buses accessible; over 90% low-floor.





Where we are today:

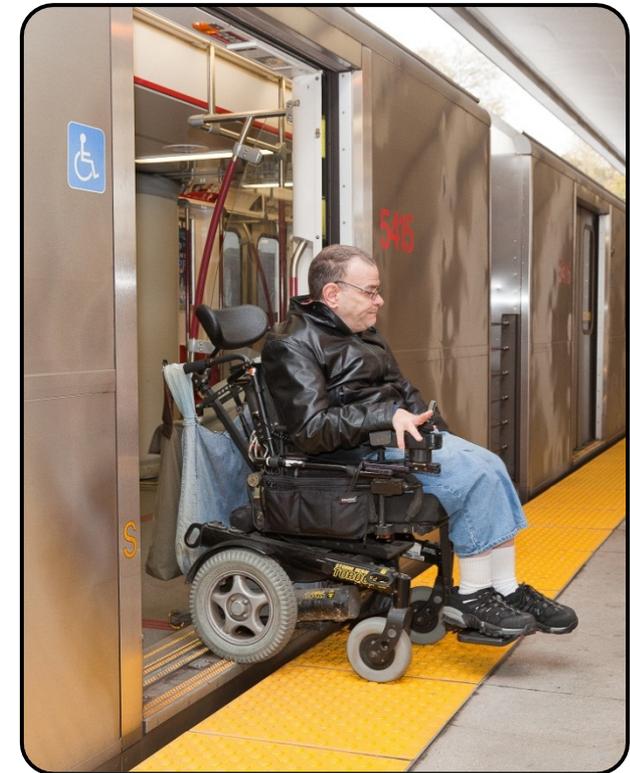
- 201 modern low-floor Wheel-Trans buses.





Where we are today:

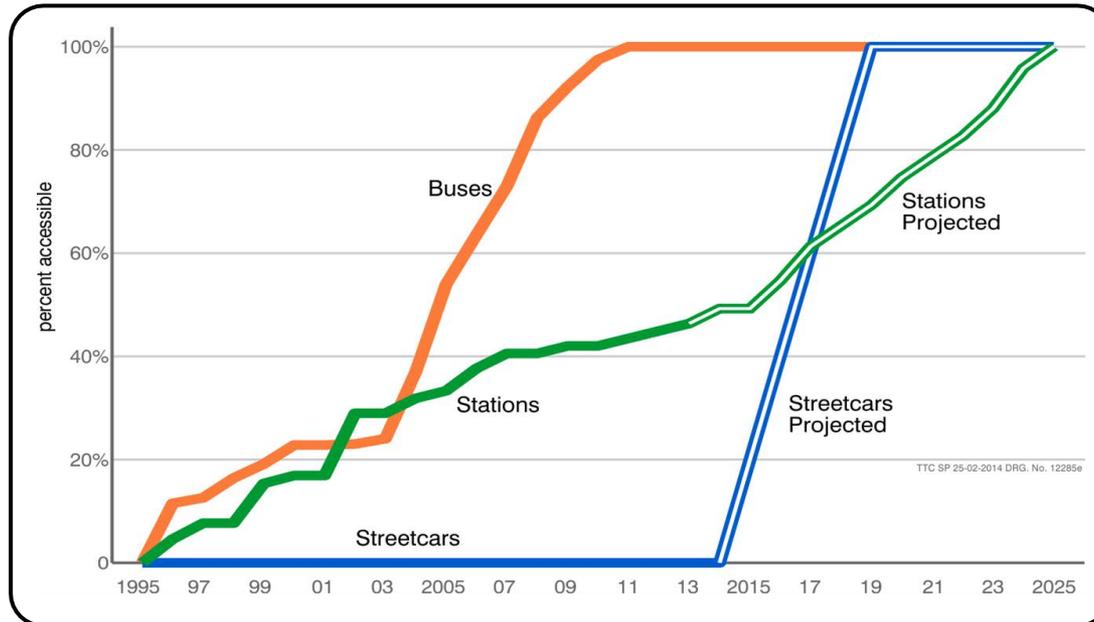
- All subway trains are accessible.





Where we are today:

- 32 of 69 Subway/RT stations are accessible.





Where we are today:

- First low-floor streetcar in-service August 31, 2014.





What we heard last year:

- Over 400 comments received from customers.
- All comments were reviewed by TTC staff and ACAT.
- Summarized into 30 categories for follow-up response and action.



**In-Person Questionnaire
TTC Public Forum on Accessible
Transit - May 9, 2013**

1. Which TTC services do you regularly use?

- Wheel-Trans
- Conventional Service (Bus, Streetcar, Subway, RT)
- None

2. What areas should the TTC focus on to improve accessibility of its services?

- Design of Conventional Stations / Stops / Vehicles
- Frequency/Reliability of Accessible TTC Service
- Elevators and Escalators
- Wheel-Trans Vehicles
- Wheel-Trans Reservations / Customer Service
- TTC Customer Service
- Other:



What we heard:

- *“(Add) the option to plug in addresses myself so that I don't take away phone time for others who may need it?”*

What we've done:

- Upgraded Wheel-Trans online booking system.
- Customers can now input and manage their list of addresses, without calling in.

The screenshot shows the 'Occasional Trip: Origin' page on the Wheel-Trans website. The user is logged in as 'Timmy Tester'. The page has a navigation bar with 'Trip Inquiry', 'Booking', 'Cancellations', and 'My Profile'. The 'Booking' tab is active. Below the navigation bar, there are links for 'Plan Trip', 'Origin', 'Destination', 'Companions and Devices', and 'Confirm Request'. The main content area displays a 'Round Trip - Occasional' with pickup and drop-off times for Tuesday, Jul 8, 2014. Below this is the 'Address Search Criteria' section, which includes a form with fields for 'Street Number', 'Street Name', 'Street Type', and 'Direction'. The search results section shows a list of five addresses, each with a 'Select' button. The first address is '100 King St W, Toronto' and is marked as a 'Favourite'.





What we heard:

- *“Make booking (Wheel-Trans) rides by phone easier, and less waiting on the phone.”*

What we've done:

- Hired seven new reservationists to reduce Wheel-Trans phone booking wait times.





What we heard:

- *"I was at a stop in the winter and the ramp would not come down."*

What we've done:

- Improved our Operating procedures:
 - Drivers required to check that the ramp functions before leaving the garage.
 - Drivers equipped to deploy the ramp manually if the automated system fails mid-route.



What we heard:

- *Priority seating areas on TTC vehicles need to be better marked*

What we're doing:

- New information decals on all vehicles – installation in progress
- Customer information campaign – coming this Fall.
- Blue seats in Priority Seating areas – over next two years.



What we heard:

- *“Sometimes there is a (large) difference in height between the subway cars and the platforms.”*

What we've done:

- Lowered new subway trains by ½”.
- Identified platform height issues at certain Line 1 stations (e.g. Eglinton).
 - TTC is working with ACAT to develop and test solutions to this issue.





What we heard:

- *“Make signage to elevator at Bloor-Yonge more visible.”*
- *“There should be signage ... pointing out where the elevators are located.”*

What we're doing:

- Testing new signage at Bloor-Yonge, including improved elevator signage.
- New signage to be rolled out across subway system.





What we've done:

- TTC Staff and Management actions taken in response to accessibility issues raised at the 2013 Public Forum are available on the TTC.ca website.
 - Click *Accessibility*, then
 - *Public Forums on Accessible Transit*, then
 - *2013*
- Contact TTC Customer Service for print copies.





What's *new* in 2014?

Accessible Streetcars

More Accessible Subway Stations

New Accessible Buses

Support Person Assistance Card

2014-18 Multi-Year Accessibility Plan





Accessible Streetcars

- Accessible low-floor streetcars now on 510 Spadina
- 511 Bathurst, 509 Harbourfront, 505 Dundas: 2015
- All streetcar routes accessible by 2019





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ATLANTA

Streetcar Ramp



Short Ramp - Platforms



Long Ramp – Street Level Stops



- Ramp can be deployed for anyone, on request
- Operator assistance available at street level stops



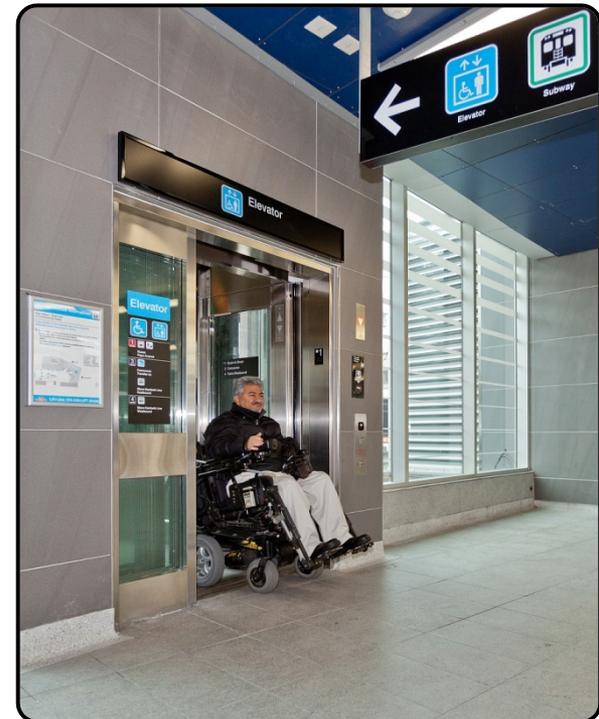
Streetcar Mobility Device Seating





Accessible Subway Stations

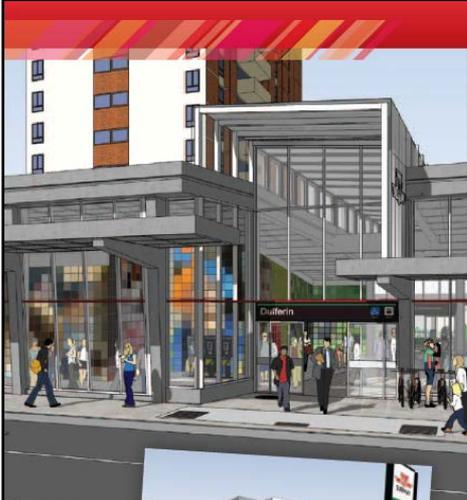
- 32 accessible stations with elevators today
- Pape Station became accessible in 2013





Accessible Subway Stations

- Dufferin and Lawrence West accessible by end of 2014

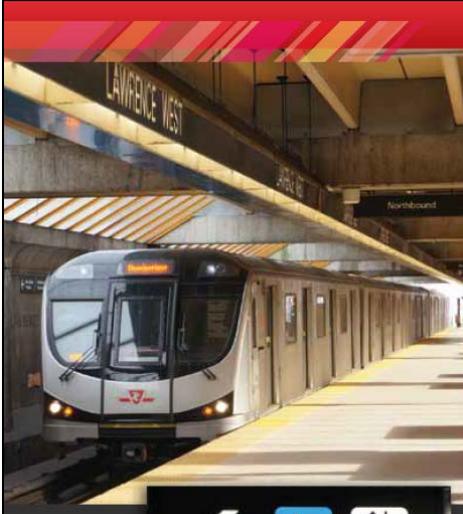


**Dufferin Station
Modernization**

Keele Dundas West Lansdowne Dufferin



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Lawrence West Station
Easier Access Program

St Clair West Eglinton West Glencairn Lawrence West



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Accessible Subway Stations

- Construction underway at St Clair West, Woodbine, and Ossington stations; starting soon at Coxwell





Accessible Bus Service

- Accessible articulated buses now in service
 - Wider front door and improved ramp
 - Easier to use accessible stop request



Support Person Assistance Card

- Now available for eligible customers with disabilities
- Allows card holder to travel on the TTC with one support person and pay only one fare
- Visit TTC website, call TTC Customer Service, or ask staff tonight for more information





New 5-year accessible service improvement plan

- 18 goals to achieve over 5 years, including:
 - Replace remaining high-floor lift buses
 - Continue to improve escalator/elevator reliability
 - Improve priority seating visibility
 - Upgrade subway station PA system
- Reports on major capital initiatives; funding issues
- ACAT has advised on policies, plans
- TTC staff will report annually to Board on progress
 - First report in early 2015





- **Long-term commitment to accessibility**
- **Significant progress to date:**
 - Increasing, improving Wheel-Trans service
 - Accessible buses, subway trains
 - Elevators / accessible features in stations
- **All streetcar routes accessible by 2019**
- **Plans to make all subway stations accessible by 2025**





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Advisory Committee on Accessible Transit (ACAT)

Susan Davidson, Chair

September 17, 2014





- Represents the needs and concerns of people with disabilities and seniors who use the TTC.
- Advise TTC Board and staff; hold monthly meetings
- Subcommittees: Design Review, Service Planning, Communications, Wheel-Trans Operations
- Toronto citizens can apply at info sessions in October
- TTC Board appoints 15 members





- **Since 2013 Public Forum, provided advice on:**
 - Easier Access III subway stations.
 - PRESTO Fare Card System.
 - Support Person Assistance Card.
 - 2014-2018 TTC Multi-Year Accessibility Plan.
 - Ombudsman Wheel-Trans Recommendations.
 - Wheel-Trans Vehicle Arrival Call Ahead.
 - Subway station description pages on TTC website.
 - Priority seating education campaign: decals and blue seats.





- **In 2014, ACAT has advised on:**
 - Solutions for subway platform gap challenges.
 - Wheel-Trans online booking improvements - registrants now can manage their list of addresses online.
 - New “Welcome to Wheel-Trans” booklet.
 - Wheel-Trans policies (e.g., cancellation, companion, etc.).
 - Accessible pedestrian signals / zebra crossings.
- **ACAT has also continued to work with TTC staff in ensuring that the new streetcar is fully accessible – launched August 31.**





- **Speak with members at ACAT table tonight**
- **Monthly ACAT public meetings**
 - Deputations from the public are welcome
- **Contact ACAT:**
 - Email: acat@ttc.ca
 - Fax: 416-338-0126
 - Through Wheel-Trans Customer Service:
416-393-4111

