



2025 Accessibility Plan Status Report

Date: September 10, 2025

To: TTC Board

From: Chief Strategy and Customer Experience Officer
Chief Transportation and Vehicles Officer
Chief Capital Officer

Recommendations

It is recommended that the TTC Board:

1. Receive this report for information.

Summary

This 2025 Accessibility Plan Status Report (Status Report) describes the TTC's progress toward achieving the objectives of the *2024-2028 TTC 5-Year Accessibility Plan* (5YAP) and it fulfills provincially legislated requirements in the Integrated Accessibility Standards Regulation (IASR) under the Accessibility for Ontarians with Disabilities Act (AODA) to prepare an annual status report on the progress of measures taken to implement the 5YAP, and steps taken to comply with the IASR. This Status Report also includes updates on the Wheel Trans Transformation Program and Easier Access Program for a comprehensive update on accessibility initiatives.

The 5YAP identified 46 specific initiatives to improve the accessibility of TTC services and facilities for customers by the end of 2028. By the end of 2025, it is expected that six of these initiatives will have been completed with a further 23 in progress and four not yet started. Thirteen initiatives are ongoing, comprising regular review, planning, and design activities that are not intended to have a set end date.

Significant 5YAP accomplishments that have been or are expected to be achieved by the end of 2025 include:

- Completing Easier Access Program construction at five subway stations including High Park, Rosedale, Christie, Summerhill and Warden stations, at which time a total of 62 of 70 (89%) stations will be accessible;
- Ongoing construction of new accessible third-party entrances to Dufferin and York Mills stations;
- Replacing old red bench seating on Line 1 with new bench seating that includes integrated back and armrests;

- Installing upgraded platform edge tiles to reduce the gap between subway trains and platforms at five station platforms; 14 stations have been completed so far and five stations with horizontal platform edge tiles are planned to be completed in 2025;
- Selecting an Interactive Voice Response (IVR) vendor in late 2025 to start Wheel-Trans IVR system improvements in 2026;
- Selecting a Mobile Data Terminal/Automatic Vehicle Location (MDT/AVL) vendor in late 2025 to start Wheel-Trans MDT/AVL improvements in 2026; and
- Completing an audit in early 2025 of the employee built environment elements for accessibility and inclusion at over 100 TTC facilities.

Upcoming milestones include:

- Completing Easier Access Program construction at 7 stations in 2026 including Greenwood, College, Lawrence, Museum, Spadina (Line 1), King and Islington stations, bringing the total number of accessible stations to 69 of 70 (99%); and
- The final station, the contract to upgrade Old Mill was awarded in Q1 2025, and it is expected to become accessible by the end of Q3, 2028.

Background and Analysis

The TTC continues to progress towards making its services and facilities accessible, a mission that was started in the 1980s and continues through the actions and initiatives of the 5YAP. 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 reports annually to the Board on the removal of accessibility barriers.

Diversity, Equity and Inclusion Matters

Diversity and inclusion are top priorities at the TTC, as it strives to become a leader in the industry on confronting existing issues and making meaningful changes to foster greater diversity and inclusion within its organization.

The TTC is making Toronto's transit system barrier-free by taking actions that will make its services and facilities accessible to all our customers. The TTC strongly believes that its customers should enjoy the freedom, independence, and flexibility of travel anywhere on its transit system. The TTC's commitment to providing accessible transit is also at the forefront of its *2024-2028 Corporate Plan*. This Status Report provides an update on 46 initiatives the TTC is working toward completing to achieve a modern, inclusive, and accessible transit system for all.

To help inform the 5YAP, the TTC undertook a two-phase consultation process. The consultations included pop-up events in subway stations and at community events and hubs, focus groups with customers and with frontline employees, discussions with members of the Advisory Committee on Accessible Transit (ACAT), and online surveys. There were approximately 800 online survey responses, and over 1000 interactions across the two phases of consultations. The TTC's Diversity Department also

contributed content to the 5YAP, including dedicated actions and initiatives focused on employee accessibility improvements.

The TTC develops, reviews, and updates its accessibility initiatives by completing thorough consultations with the diverse communities it serves, including people with disabilities, seniors and throughout the year with ACAT members. ACAT's recommendations have resulted in a significant number of improvements to the TTC's service delivery, including:

- Easier Access Program subway station retrofits;
- Accessibility education for customers;
- Frontline staff accessibility training;
- Third-party accessible entrance connections; and
- Wheel-Trans policy changes.

In September 2024, the TTC held its 17th annual Public Forum on Accessible Transit. The ideas and suggestions presented by individuals who participated continue to significantly influence the TTC's planned accessibility initiatives, as described later in this Report.

The goal of the Wheel-Trans Transformation Program (WTTP) is to help make the TTC more accessible, equitable, inclusive, and sustainable for existing and future customers. In accordance with the IASR under the AODA, Wheel-Trans service and eligibility criteria have been expanded to include any persons who have a disability that prevents them from consistently using conventional transit for all or part of their trip.

The Family of Services (FOS) delivery model integrates specialized service into the TTC's broader suite of accessible-conventional transit services, bus, streetcar and subway and the future LRT, providing Wheel-Trans customers greater access, flexibility, and travel options. While some customers will continue to require door-to-door Wheel-Trans service as their primary or sole means of travel, others with conditional eligibility can access a combination of services and support tools through the FOS model.

The TTC has consulted extensively with Wheel-Trans customers, members of the public, community organizations, and other stakeholders (including ACAT, the University Health Network, Ontario Human Rights Commission, the Local Health Integration Network, and the Ontario Medical Association), to ensure that the WTTP is carried out in a manner that is accessible and inclusive.

In response to a motion resulting from the 2024-2028 5-Year Accessibility Plan, the TTC has launched an equity analysis of the impacts of FOS trips on Wheel-Trans users. The TTC's Racial Equity Office (REO), in collaboration with Wheel-Trans, has conducted a media analysis of the FOS Program, reviewed previous Wheel-Trans surveys and consultations, performed a deep dive Wheel-Trans data analysis, administered a 2025 REO-led FOS survey and is planning community consultations to take place in the Fall of 2025. The results of the equity analysis will be reported to the Board by the end of 2025.

Work with regional service providers also continues in order to ensure the elimination of barriers to cross-boundary travel. A guiding principle of the IASR under the AODA is to provide equitable access to services. The TTC wants to ensure that cost-share agreements with neighbouring regional transit service providers are entered into equitably so that consistent service levels are available for all Wheel-Trans customers.

Regional transit providers are committed to improving transfer locations, ensuring that they are safe, secure, and support all transfers, including FOS transfers, and that customer layover times are minimized with a goal of 15 minutes or less. Wheel-Trans is carefully monitoring all trips scheduled to and from the Regional Transfer locations, and making the necessary trip time adjustments. This has been a priority for all regional transit providers through the work being done by the Greater Toronto and Hamilton Area Specialized Transit Working Group.

Easier Access Program Update

The program schedule included in Attachment 3 provides forecasted schedules for the remaining stations and has been updated accordingly based on the latest progress and outlook for each station. Further updates will be provided on the completion of the program and shared with all applicable stakeholders, including ACAT.

Market conditions continue to be a challenge with respect to the volume of construction activities within the GTA, and as a result, there is still a strain on the supply chain and availability of labour and services. In addition, several stations have been impacted to a greater extent than anticipated due to ongoing issues related to unexpected site conditions; third-party conflicts including utilities construction; work on or near private property; and contractor/subcontractor availability and performance issues. These issues as well as the need for interim bus service to stations that are not currently accessible have resulted in an increase of approximately \$30 million to the estimated final cost of the project which will be requested through the 2026 Budget process.

Ongoing schedule reviews have identified that Rosedale, Greenwood, Museum, Islington and Christie stations have been impacted to a greater extent than other stations and therefore have utilized the risk allowances in their schedules and have revised forecasted Elevator In Service (EIS) dates. All remaining stations, apart from Old Mill, continue to be on track to be completed by the end of 2026.

Table 1 below outlines the re-forecasted schedules for the five stations that have been impacted to a greater extent than other stations, with the full schedule provided in Attachment 3.

Table 1: Re-forecasted Easier Access Schedules

Station	Current Forecast	Previous Forecast
Rosedale	Q3 2025	Q2 2025
Christie	Q4 2025	Q3 2025
Greenwood	Q1 2026	Q2 2025
Museum	Q3 2026	Q2 2026
Islington	Q4 2026	Q1 2026

Rosedale

The work at Rosedale Station is currently more than 97% complete with final inspections and approvals being completed to put the elevators into service. The work has been impacted by the performance of the elevator subcontractor due to delays in delivery of elevator components and inadequate resources being supplied to complete the elevator work. TTC staff are working with the Contractor to mitigate the delay and it is expected that EIS completion will be achieved within Q3 2025.

Christie Station

The work at Christie Station is currently more than 89% complete, with construction of both elevator structures and supporting rooms constructed and elevator installations nearing completion. The work has been recently impacted with elevator door frame fabrication delays because of a site condition that delayed the start of this activity. This has resulted in a delay to elevator completion and commissioning by approximately 3 months as the subcontractor was unable to secure the elevator door frames and related components in a timely manner due to supply chain issues thus utilizing remaining risk allocation on this project. As a result, TTC staff assessed the contractor's revised schedule to complete the remaining work and determined that a Q4 2025 for EIS completion is appropriate.

Greenwood & Museum Stations

The work at Greenwood and Museum stations are currently 87% and 83% complete respectively. As noted in the Major Projects Update provided to the Board at its April 2025 meeting, TTC staff were advised that the same elevator subcontractor under the General Contractor (GC) had defaulted on their respective contracts, and that a new elevator supplier and installer was required to be on-boarded to complete the elevator related work at both stations. As a result, the GC provided revised completion schedules for each station which were assessed by TTC staff and it has been determined that the EIS dates have been delayed from Q2 2025 to Q1 2026 for Greenwood Station and from Q2 2026 to Q3 2026 for Museum Station.

Islington Station

The work at Islington Station is currently more than 44% complete, with the completion of the new entrance below grade structure, excavation and installation of utility pipes for

the new bus terminal and ongoing activities throughout the station related to new elevator, electrical room reconstruction and site services work. The work at Islington was initially impacted due to a prolonged process for site plan approval and the required easements on Hydro One lands for the new bus terminal as well as several issues with Toronto Hydro related works that delayed initial shoring commencement adjacent to Islington Avenue.

Recently, it was determined that the EIS date is at risk due to constructability challenges and several unforeseen site conditions that required modified staging plans which resulted in a longer period required for reconstruction of the station's main electrical room. Furthermore, the site services, utility works and Toronto Hydro related work were impacted from a delay in commencement of the west sidewalk closure along Islington Avenue due to permitting issues with the City of Toronto. The closure was initially expected to commence in June 2025 but was delayed until the end of August. As a result, TTC staff assessed the contractor's revised schedule to complete the remaining work and determined that a Q4 2026 for EIS completion and new entrance opening is appropriate.

Mitigation Measures

Several mitigation measures were implemented across the program throughout 2025 and planned for 2026 to facilitate the construction, including the following:

- Combined stages at several stations, including Islington, Greenwood, Museum, College, King and Spadina stations to prioritize elevator work.
- Additional shifts implemented (double/weekend) to recover the schedule at several stations.
- Closed entrances at Museum, Lawrence and King stations temporarily to accelerate elevator and finishes work.
- Continue to look for opportunities for acceleration of critical path activities.
- Continue to look for opportunities to piggyback on other closures throughout the system to facilitate the track/platform/concourse works where additional space and time may be beneficial in performing critical activities that would be difficult during regular operations or nightly non-revenue periods.
- Continuing support from various TTC Operations sections for the relocation of existing services, power isolations, finishes removal, use of work cars, commissioning, and systems-related work required to achieve EIS.

Old Mill Station

The Old Mill Station Contract was previously impacted as property acquisitions were required through negotiated agreements and expropriation proceedings. The issue was resolved in 2024. The construction contract was awarded in Q1, 2025 and site work has commenced. The forecasted date for the EIS has been determined as Q3, 2028 following completion of a Quantitative Risk Assessment (QRA).

Innovation and Sustainability Considerations

Section 3 in Attachment #2 focuses on New Accessibility Improvement Initiatives, including innovative projects (subject to funding) that can further improve the customer experience.

There are initiatives such as the Wheel-Trans electric bus pilot that are highlighted in Attachment #2, and which will help advance the TTC's broader sustainability goals.

The Easier Access program complies with the latest emissions and Toronto Green Standards as the accessibility elements provided under the program are connected electrically and do not result in any additional greenhouse gas emissions. Furthermore, the construction of the new bus terminal buildings at Islington and Warden stations will include green roofs thereby contributing to sustainability measures including improved stormwater management, mitigation of urban heat island effect and improved air and water quality.

Corporate Plan Alignment

This update on the 5-Year Accessibility Plan broadly supports Strategic Direction 2: Attract New Riders, Retain Customer Loyalty, by encouraging the use of the system, by making it accessible. Specifically, Action 2.2.7 Publish the TTC's Next 5-year Accessibility Plan identifies initiatives including WTPP and Easier Access Program projects.

Financial Impact

The TTC continues to work to provide a barrier-free transit system in support of the AODA's goal of an accessible Ontario. Adoption of the recommendations in this report does not result in any incremental capital funding implications beyond what has been approved in the TTC's 2025-2034 Capital Budget and Plan.

Life-to-date costs to the end of 2024 for several projects in support of this goal, summarized in Table 1, total \$1,109.22 million. To continue work on these projects and achieve a modern, inclusive, and accessible transit system for all, funding of \$732.06 million has been approved in the TTC's 2025-2034 Capital Budget and Plan. These projects, described in Table 2, will improve the accessibility of TTC facilities and services for all customers.

Table 2: Total Investment in Accessibility Projects

Project Name	Description	Life to Date Costs	2025-2034 Capital Plan	Total Approved Cost
		(\$ Millions)		
Easier Access Phase III	Accessibility retrofits at subway stations, including elevators and associated architectural, structural, mechanical and electrical modifications.	\$798.41	\$403.36	\$1,201.77
Easier Access Phase IV Study	Study to evaluate and provide recommendations regarding long-term need for redundant elevators at key subway stations.	\$0.63	\$0.17	\$0.80

Project Name	Description	Life to Date Costs	2025-2034 Capital Plan	Total Approved Cost
		(\$ Millions)		
Elevator Overhaul	Removal of elevator units that have reached the end of their designed life and replacement with new equipment to ensure reliable, accessible service for customers.	\$22.89	\$78.87	\$101.76
Escalator Replacement	Complete replacement of escalators in the subway system that have exceeded their useful operating life.	\$20.71	\$50.41	\$71.12
Escalator Overhaul	Replacement of escalator components to return escalators to as-new condition.	\$110.33	\$145.90	\$256.23
Platform Edge Tile Replacement	End-of-life replacement of subway tactile platform edge tiles, including accessibility improvements to reduce horizontal and vertical gaps.	\$5.14	\$15.98	\$21.12
Station Tactile Wayfinding Upgrade	Upgrade centre platform wayfinding tiles to International Standards Association (ISO) standards and add tactile attention indicator tiles at the top of stairs in stations.	\$1.86	\$5.81	\$7.67
Bus Stop Accessibility Improvements	Construction/installation of new accessible concrete pads at bus stops.	\$21.1	\$10.30	\$30.09
Streetcar Stop Accessibility Improvements	Modification of existing streetcar platforms and installation of new curb ramps at streetcar stops to accommodate accessible streetcar ramp deployment.	\$53.26	\$1.68	\$54.93
Wheel-Trans Transformation Program (WTTP)	Continued implementation of a comprehensive program to deliver aspects of the WTTP, composed of 13 wide-ranging initiatives.	\$35.70	\$14.10	\$49.79
Purchase of Wheel-Trans Buses	Acquiring new buses to replace the existing fleet.	\$74.85	\$11.20	\$86.05
Electric Wheel-Trans Bus Purchase Pilot	Electrification of accessible Wheel-Trans buses.	\$0.41	\$8.01	\$8.42
Electric Wheel-Trans Charge Systems	Charging systems to support accessible electric Wheel-Trans buses.	\$0.96	\$0.37	\$1.32
Total		\$1,109.22	\$732.06	\$1,841.28

Based on feedback from customers and ACAT, the 5YAP recommends developing further initiatives not currently funded or included in the TTC Operating Budget or 10-Year Capital Plan to support the realization of the *TTC 2024-2028 Corporate Plan's*

strategic objectives. The TTC will develop business cases for these initiatives and include them for consideration during upcoming Capital Budget processes.

Wheel-Trans Transformation Program

The estimated total project cost for the WTTP is \$49.8 million, comprising of life-to-date costs to the end of 2024 of \$35.7 million and funding of \$14.1 million budgeted between 2025 and 2027, as presented in Table 3 below.

Funds for the WTTP are included in the TTC's 2025-2034 Capital Budget and Plan.

Table 3: WTTP Actual and Budgeted Costs

LTD Actuals (Millions)	2025 Budget (Millions)	2026 (Millions)	2027 (Millions)	Total Project Cost (Millions)
\$35.70	\$2.21	\$6.17	\$5.72	\$49.80

The WTTP is expected to be on budget with an estimated final cost of \$49.8 million. The WTTP formed part of the list of projects approved for the Federal Public Transportation Infrastructure Fund, with the receipt of \$9.8 million in PTIF funding from 2017 to 2020.

Based on long-term, continued growing demand for accessible transit services, the WTTP has been essential in avoiding significant operating costs, estimated at \$44.8 million in 2024 and a cumulative total of \$168.0 million from 2017-2024. This estimate is based on FOS rides, which use a combination of Wheel-Trans and accessible-conventional services for customers to reach their destinations, as well as an estimate of rides taken entirely on the accessible-conventional system by Wheel-Trans customers.

Finally, the Wheel-Trans Contact Centre overflow model has significantly reduced call wait times and abandoned call rates. In addition, the contract with TELUS has provided an estimated cost avoidance of \$12.5 million from 2020-2024 for the TTC.

In response to motions resulting from the 5YAP, the TTC has launched a study to identify opportunities to maximize the effectiveness of TTC investments in providing accessible transportation services to customers with disabilities. The study includes an analysis of approaches other transit authorities may be employing to meet the increasing demand and associated costs of specialized transit services. This study is expected to be completed shortly and reported to the Board by the end of 2025. In addition, the funding model for Wheel-Trans is being considered in context of broader intergovernmental discussions about sustainable funding for public transit.

This Status Report has no financial impact beyond that which was approved (in the TTC's *2025-2034 Capital Budget and Plan*) by the Board on January 10, 2025 and by City Council on February 11, 2025.

The Executive Director, Finance, has reviewed this Status Report and agrees with the financial impact information.

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Attachments

Attachment 1 – Decision History
Attachment 2 – Implementation Progress: 2024-2028 5-Year Accessibility Plan (5YAP)
Attachment 3 – Easier Access III Program Update, Schedule and Risks

Attachment 1 – Decision History

In 2012, the Auditor General performed an [Audit Work Plan](#), which included a review of Wheel-Trans operations, with the objective to assess its effectiveness and efficiency, and identify areas of improvement.

In February 2016, [the Wheel-Trans 10-Year Strategy](#) (WTTP) was first introduced and approved by the TTC Board. Updates were provided to the Board regularly with the most recent [WTTP Update](#) approved by the Board at its July 12, 2023 meeting.

This Status Report provides the first update on the TTC's accessibility improvement activities originally outlined in the [2024-2028 TTC 5-Year Accessibility Plan](#), which was approved by the Board at its December 3, 2024 meeting.

The following links provide a chronology of the Easier Access Program reporting, including the project background and project status updates:

[Feasibility of Acceleration – Easier Access Phase III, October 27, 2016](#)

[Easier Access Phase III Project Status Report, July 14, 2020](#)

[2021 Accessibility Plan Status Update, May 12, 2021](#)

[Easier Access Phase III – Project Status Update, February 10, 2022](#)

[2022 Accessibility Plan Status Update, June 23, 2022](#)

[Easier Access Phase III – Project Status Update, July 14, 2022](#)

[2023 Accessibility Plan Status Update July 12, 2023](#)

[Easier Access Phase III – Project Status Update September 2023](#)

[Easier Access Phase III – Project Status Update April 2024](#)

[Easier Access Phase III – Project Status Update December 2024](#)

Attachment 2 – Implementation Progress: 2024-2028 5-Year Accessibility Plan (5YAP)

1. Customer-Facing Initiatives

1.1. Stations and Facilities

The TTC continues to remove physical accessibility barriers in its stations and facilities. This includes adding new elevators and barrier-free paths at subway stations, constructing new accessible station entrances and modernizing elevators and escalators to improve reliability for customers.

1.1.1. Elevators and Barrier-Free Paths

Status	2024-2028 5YAP Initiative	Year
In progress	Complete the installation of new elevators and related accessibility features at 12 subway stations to provide a barrier-free path.	2028
In progress	Implement tactile wayfinding path improvements at five centre-platform stations.	2028
In progress	Develop a business case for Phase IV of the Easier Access Program (subject to funding) to create an additional barrier-free path in stations, based on past feasibility and prioritization studies.	2026
In progress	Continue retrofitting subway platforms to mitigate the “platform gap” issue at affected stations.	2028
In progress	Continue improving seating in stations across the network.	2026
In progress	Explore opportunities to improve safety, access, and cleanliness along barrier-free paths in stations.	2028

Status update: Work is underway to make more subway stations accessible as part of the TTC’s Easier Access Program station accessibility retrofit program. A comprehensive update to Easier Access Program status and outlook is regularly provided to the Board in the Easier Access Phase III Project Status Report. Since the last update to the Board in December 2024, the following progress has been made to advance the program:

- By the end of 2025, elevators will have gone into service at High Park Station, and it is expected that elevators will also go into service at Rosedale, Summerhill, Warden and Christie Stations, resulting in 62 of 70 stations (or 89%) being accessible; and
- Construction has continued to progress at all other stations.

Tactile wayfinding path improvements are being implemented at Lawrence, Museum, and Warden stations in 2025 and 2026 with further stations to follow.

A business case for Phase IV of the Easier Access Program is well underway. The goal of Phase IV is to create an additional barrier-free path in stations, based on past feasibility and prioritization studies.

The TTC continues to retrofit subway platforms to mitigate the “platform gap” issue at affected stations. The platforms at 18 additional stations will be retrofitted through to the end of 2027.

The TTC continues to replace the older red bench seating in stations with new bench seating that includes integrated back and armrests, with a plan to replace all Line 1 bench seating by the end of 2025. The new bench seating makes it easier for customers to get in and out of the seating, is more comfortable and meets modern accessibility standards.

In response to customer feedback, the TTC continues to explore opportunities to improve safety, access, and cleanliness along barrier-free paths in stations. Increased patrolling by Special Constables helps maintain the barrier-free path.

1.1.2. New Station Entrances

Status	2024-2028 5YAP Initiative	Year
In progress	<ul style="list-style-type: none"> Open a new third-party accessible entrance connection at the following subway stations by 2028: Sheppard-Yonge and St Patrick. 	2028
In progress	<ul style="list-style-type: none"> Begin construction for a new third-party accessible entrance at the following subway stations by 2028: Bay, Dufferin, and York Mills. 	2028
Ongoing	<ul style="list-style-type: none"> Continue to work with property developers to create new accessible entrances to subway stations, where opportunities arise. 	N/A

Status update: In addition to Easier Access Program upgrades, the TTC also works with third-party developers, who are building adjacent to TTC properties, to construct new accessible subway entrances through entrance connection agreements. By 2028, the TTC plans to open new third-party accessible entrances at Sheppard-Yonge, St. Patrick, Dufferin and York Mills stations and start construction on two additional entrances at Bay and Eglinton stations. Wherever possible, the TTC will continue to pursue opportunities to create new accessible entrances to subway stations through adjacent developments.

1.1.3. New Rapid Transit Projects

Status	2024-2028 5YAP Initiative	Year
Ongoing	<ul style="list-style-type: none"> Continue to consult with ACAT at an early design stage for all new rapid transit projects and incorporate ACAT feedback, where appropriate, into TTC comments provided to Metrolinx. 	N/A

Status update: The TTC has continued to consult with ACAT on accessible design matters for Metrolinx rapid transit projects, such as ongoing discussions about the Scarborough Subway Extension in 2025.

1.1.4. Elevator and Escalator Reliability

Status	2024-2028 5YAP Initiative	Year
In progress	<ul style="list-style-type: none"> Overhaul eight elevators in stations to improve reliability, subject to change and funding. 	2028

Status	2024-2028 5YAP Initiative	Year
In progress	<ul style="list-style-type: none"> Replace eight escalators and overhaul 28 escalators in stations to improve reliability, subject to change and funding. 	2028

Status update: The TTC will continue rebuilding its escalators and elevators to improve reliability for customers. By the end of 2025, the TTC plans to overhaul seven and replace four escalators. The number of devices overhauled and replaced are subject to change based on the availability of funding in the coming years.

1.1.5. Accessible Design Standards

Status	2024-2028 5YAP Initiative	Year
Ongoing	<ul style="list-style-type: none"> Continue to revise and improve the TTC Design Manual to ensure it aligns with changes to legislation and seek opportunities to exceed legislative changes by aligning with best practices, where possible. 	2028

The TTC is planning to continue to revise these standards going forward to ensure that they remain up to date with current universal design and inclusion best practices.

1.2. Vehicles and On-Street Stops

Work is well underway to enhance the TTC's vehicles and related infrastructure to improve accessibility.

1.2.1. Low-Floor Streetcars

Status	2024-2028 5YAP Initiative	Year
Completed	<ul style="list-style-type: none"> Complete the delivery of 60 additional low-floor, accessible streetcars in 2025. 	2025
In progress	<ul style="list-style-type: none"> Coordinate with the City of Toronto on the installation of raised modular platforms along the King streetcar corridor in 2024 and 2025 and explore opportunities for raised platforms elsewhere in the streetcar network. 	2028

Status update: In addition to the original order of 204 new low-floor, accessible streetcars that are in service in Toronto, the TTC ordered an additional 60 low-floor streetcars. The second module of each new streetcar is accessible, including a ramp at the wide double door, two mobility device seating areas, several Priority Seating areas, accessible stop and ramp request buttons, automated audible and visual external route and internal next stop announcements, two-way driver intercoms, and fare payment devices. Delivery of the additional 60 streetcars will be completed by the end of 2025.

To make it easier to board streetcars at key intersections along the King Street corridor in downtown Toronto, the TTC is co-ordinating with the City of Toronto to install raised modular platforms. These platforms reduce the slope of the streetcar ramp when deployed, making it easier for customers to board and disembark. Modular platforms have been installed at two locations along the King corridor. Additional opportunities for raised platforms elsewhere in the streetcar network will also be explored.

1.2.2. Conventional Buses

Status	2024-2028 5YAP Initiative	Year
Ongoing	<ul style="list-style-type: none">Continue to work with ACAT and bus manufacturers to refine bus designs to further enhance accessibility.	N/A
In progress	<ul style="list-style-type: none">Upgrade more than 750 additional transit stops by 2028 to meet accessibility requirements, pending ongoing funding commitments.	2028
Ongoing	<ul style="list-style-type: none">Complete a bi-yearly audit of transit stops to track and prioritize accessibility upgrades.	N/A

Status update: Starting in 2028, the TTC has committed to purchasing solely accessible, low-floor, all-electric buses. These buses offer customers an accessible ride that is quieter and reduces air pollution. Charging infrastructure will be installed ahead of bus deliveries to ensure buses are available for service. All new bus models are reviewed by ACAT, and recommendations for accessibility improvement are incorporated into designs, where possible.

The TTC will also continue efforts to increase the number of accessible bus stops. To date, over 1,000 bus stops have been upgraded. Three contracts have been awarded this year, and a fourth contract is in tender, totaling 288 stops, and will be built by end of 2026. There are currently plans to upgrade more than 750 additional bus stops to meet modern accessibility standards by the end of 2028, subject to available funding.

For the TTC to designate a stop as accessible, it must have a hard-surfaced pad at least 2.4 metres wide by at least 2.0 metres long to accommodate bus ramps. At some stops, especially where sidewalks are narrow and adjacent buildings extend to the sidewalk, this may be difficult or impossible to achieve without relocating the stop. At other locations, street furniture or other barriers may need to be removed or relocated – such as poles, newspaper boxes, and/or shelters. Alternatively, the sidewalk may need to be widened. Where stops are not yet accessible, bus operators must deploy the ramp for customers who need it at an available safe location nearby. Going forward, the TTC will conduct bi-yearly audits of transit stops, which will help with tracking and prioritizing accessibility upgrades across the surface stops network and ensuring that stops remain in a state of good repair.

1.3. Wheel-Trans Services

1.3.1. Wheel-Trans Buses

Status	2024-2028 5YAP Initiative	Year
In progress	<ul style="list-style-type: none">Pilot up to 10 all-electric Wheel-Trans buses and begin to transition the fleet to all-electric buses.	2028
In progress	<ul style="list-style-type: none">Install charging equipment to support the all-electric Wheel-Trans bus pilot and the transition to an all-electric fleet.	2028

Status update: Following a competitive RFP process, the TTC Board awarded a contract for the supply of five battery-electric pilot vehicles in February 2025. Pre-production meetings are ongoing with the vendor and will be completed by late-2025, followed by vehicle production. Delivery of vehicles will begin in 2026 after which the vehicles will be

put into service and evaluated against various criteria over a 2-year period. Lessons learned from the pilot evaluation will inform technical and commercial specifications for future large-scale procurements commencing in 2028 as the TTC begins to transition to a zero-emissions Wheel-Trans fleet. The new Wheel-Trans fleet will offer customers a quieter ride, while reducing air pollution.

Charging infrastructure will be installed by the end of 2025, ahead of bus deliveries, to ensure seamless operation. While undergoing the energy transition, the primary goal remains a fully accessible vehicle that meets the needs of TTC customers. As such, ACAT will remain a key stakeholder during the procurement of these vehicles.

Although not included as an initiative within the 5YAP, it is worth noting here that a Mobile Data Terminal/Automatic Vehicle Location (MDT/AVL) vendor will be selected by the end of 2025, and work will commence in early-2026.

1.3.2. Easier Trip Booking

Status	2024-2028 5YAP Initiative	Year
In progress	<ul style="list-style-type: none"> Implement improvements to the Interactive Voice Response (IVR) system for customers calling to book or cancel trips, etc. 	2026

Status update: An IVR vendor will be selected by the end of 2025, and work will commence in early-2026. The adoption of an upgraded IVR system with AI technology is expected to divert further trip booking requests away from ‘live’ Wheel-Trans Reservationists. Combined with an industry-leading online trip booking rate of 45%, Wheel-Trans will be able to offer customers another convenient and reliable method to book or cancel trips.

1.3.3. Service Integration

Status	2024-2028 5YAP Initiative	Year
In progress	<ul style="list-style-type: none"> Expand to approximately 100 FOS routes and more than 600 vehicle transfer stops across the city by 2027. 	2027
Ongoing	<ul style="list-style-type: none"> Install curb ramps for Wheel-Trans buses at subway station bus terminals as opportunities and funding arise. 	N/A

Status update: FOS provides Wheel-Trans customers with the option of using accessible-conventional transit service (bus, streetcars and subways) for all or part of their trips. FOS routes are accessible frequent service arteries that allow customers to safely transfer between Wheel-Trans and the accessible-conventional service via accessible transfer stops along the route. As of the end of 2025, there will be 90 FOS routes, with 580 transfer stops.

To make it easier for Wheel-Trans customers to access subway stations, curb ramps have been installed at subway station bus terminals. The TTC will continue to add curb ramps where opportunities arise.

1.4. Customer Experience Initiatives

1.4.1. Equity

Status	2024-2028 5YAP Initiative	Year
Ongoing	<ul style="list-style-type: none">Continue the rollout of the Fair Pass Discount Program, as funding permits.	TBD
Ongoing	<ul style="list-style-type: none">Continue to hold an annual Public Forum on Accessible Transit.	N/A
Ongoing	<ul style="list-style-type: none">Continue to collaborate with ACAT and key external agencies on emergency evacuation planning and exercises.	N/A
Not started	<ul style="list-style-type: none">Complete an accessibility review of TTC service standards for vehicles.	2028

Status update: The Fair Pass Transit Discount Program provides a 36 per cent discount on TTC adult single ride fares and a 21 per cent discount on TTC adult monthly passes. Residents of Toronto between 20 and 64 years of age who have a PRESTO card and an income below 75 per cent of the Low-Income Measure After-Tax threshold are eligible to apply. The Fair Pass Program is funded and managed by the City of Toronto, which plans to further roll out the program in the coming years, as funding permits.

For the past 17 years, the TTC has held an annual Public Forum on Accessible Transit. The TTC commits to holding this event annually in the future to continue to gain valuable feedback from customers.

ACAT participated in an emergency evacuation simulation exercise for the Line 6 Finch West LRT in April 2025, in advance of launching the service.

Among other matters, TTC Service Standards guide the appropriate level of transit service for a route based on average vehicle crowding (demand/capacity). Capacity is defined by vehicle crowding standards, which establish the maximum number of people to expect on a transit vehicle during a time period, on average. It is important to consider how the vehicle crowding standard impacts the ability for customers with disabilities to access and circulate through a vehicle, taking into consideration that customers who use wheeled mobility aids require at least three seats in the Priority Seating area, in addition to other customers who may need extra space on vehicles (e.g. parents with strollers). This will become increasingly important as more Wheel-Trans customers choose to travel on accessible-conventional transit as part of the FOS Program, and as the population continues to age. TTC will consider revisions to address accessibility considerations as part of an upcoming review of TTC's Service Standards.

1.4.2. Education and Communications

Status	2024-2028 5YAP Initiative	Year
Completed	<ul style="list-style-type: none">Hire two additional travel trainers (for a total of four) to accommodate the demand for travel training from Wheel-Trans customers.	2024
Ongoing	<ul style="list-style-type: none">Improve awareness and education about Wheel-Trans registration.	N/A

Status	2024-2028 5YAP Initiative	Year
Completed	<ul style="list-style-type: none"> Launch reminder campaigns for bus operators about accessibility procedures. 	2025
In progress	<ul style="list-style-type: none"> Explore options to pilot a new campaign to enhance support for customers with invisible disabilities. 	2026
In progress	<ul style="list-style-type: none"> Explore opportunities to improve communications regarding planned diversions and closures. 	2026

Status update: Two additional travel trainers were hired in 2024, bringing the total number to four. This is allowing the TTC to accommodate the demand from Wheel-Trans customers to complete travel training, in order to more independently travel on accessible-conventional transit.

As of 2024, Wheel-Trans has been working with various groups throughout the city to educate and improve awareness of Wheel-Trans service. Staff attend various locations throughout the city to answer questions and offer any assistance to residents wishing to apply for Wheel-Trans service. Applications are available in accessible formats, and as of early-2025 they are available in Toronto's most commonly spoken languages.

In response to customer feedback indicating that some bus operators are not carrying out all accessibility procedures, the TTC launched reminder campaigns. These campaigns help emphasize the importance of accessibility procedures. Posters, postcards, and a video have been developed to support of this campaign.

Some customers with invisible disabilities face challenges accessing transit services because their disabilities are not immediately apparent to staff. On account of this, the TTC is exploring the feasibility of new pilots, such as the Hidden Disabilities Sunflower Program. This program can provide a discrete way for customers to identify to staff that they may need assistance to access TTC services. This program has been used successfully by transportation service providers in the United Kingdom and other parts of the world, and was also launched by local transit agencies such as Metrolinx, MiWay (Mississauga) and Durham Region Transit.

Diversions and closures are sometimes required due to the significant amount of construction across Toronto, and to help keep the TTC in a state of good repair. While necessary, they make it difficult for customers to travel through the city in a timely manner. If customers have information available in advance, they can adjust their travel plans accordingly. It is important that such information is communicated through various channels in a clear manner, and in formats that are accessible to all customers. The TTC will explore how it can improve communications about planned diversions and closures.

1.4.3. Signage and Wayfinding

Status	2024-2028 5YAP Initiative	Year
Ongoing	<ul style="list-style-type: none"> System-wide signage and wayfinding upgrades (subject to funding) through the continued implementation of the Wayfinding Strategy. 	N/A

Status update: The TTC will continue to make improvements to signage and wayfinding across the system through various initiatives. This includes continued updates to maps, updates to signage on bus platforms to include next vehicle arrival times, changes to signage as part of the Station Capacity Improvement Program, the Easier Access Program, and the Second Exit Program, and supporting service changes through the development of pole cards, posters, signage changes and other communications. The TTC will also aim to complete the installation of large-scale maps at all remaining subway stations, including additional Station Maps to assist customers in navigating complex facilities and making connections. In partnership with the City of Toronto, the TTC will work toward providing a consistent and recognizable product to customers transitioning from the TTC system to on-street wayfinding.

The TTC will be presenting a Wayfinding Strategy to the Board in Fall 2025 with an expanded scope encompassing static, digital and audio wayfinding for stations, surface routes, vehicles and user experience design.

1.4.4. Fare Payment

Status	2024-2028 5YAP Initiative	Year
In progress	<ul style="list-style-type: none"> Rollout a new PRESTO-enabled Support Person Card. 	2027
Completed	<ul style="list-style-type: none"> Make it easier to use fare gates in subway stations by increasing the amount of time for a customer to tap when they have already started to enter the gates. 	2024
Completed	<ul style="list-style-type: none"> Coordinate with ACAT to explore future accessibility improvements for PRESTO. 	2024
In progress	<ul style="list-style-type: none"> Explore options to expand access to PRESTO services through the third-party network. 	2026

Status update: The current TTC Support Person Card is not PRESTO-enabled, which means customers travelling with a Support Person are not able to independently pass through fare gates unless staff are present to assist them across the fare line. The TTC is working with Metrolinx to create a new PRESTO-enabled Support Person Card that would allow customers and a Support Person to independently pass through fare gates. Internally, the TTC is exploring ways to consolidate the application process for the Support Person Card and Wheel Trans registration to streamline the application process for customers using both services.

ACAT members identified an issue whereby customers who inadvertently trigger the timer at fare gates and do not tap the gate reader within a specified period of time cannot pass through without exiting and re-entering the gate. The TTC worked with Metrolinx and the fare gate manufacturer to extend the amount of time customers have to tap on the fare gate card reader.

TTC staff met with ACAT in 2024 to gather feedback on future PRESTO accessibility improvements, which it provided to Metrolinx for consideration.

The TTC and Metrolinx are also exploring options to expand access to PRESTO services through the third-party network, which will improve access to PRESTO in underserved parts of Toronto. In 2025, Metrolinx and TTC are deploying Fare Vending Machines (FVMs)

at up to four intersections in Neighbourhood Improvement Areas (NIAs) to enable cash payments for PRESTO fare media. The first vending machines will be deployed in late 2025.

2. Employee Experience

Status	2024-2028 5YAP Initiative	Year
Ongoing	<ul style="list-style-type: none"> Continue to hold annual events to celebrate National Accessibility Week, Disability Employment Awareness Month and the International Day of People with Disabilities. 	N/A
In progress	<ul style="list-style-type: none"> Explore opportunities to enhance recruitment processes for people with disabilities. 	2028
Not started	<ul style="list-style-type: none"> Create an Internal Accessibility Advisory Committee to advance accessibility within the TTC for employees. 	TBD
Not started	<ul style="list-style-type: none"> Develop an Employee Accessibility Strategy. 	TBD
Not started	<ul style="list-style-type: none"> Develop and deliver enhanced accessibility training to TTC staff. 	TBD
Completed	<ul style="list-style-type: none"> Complete an audit of employee built environment elements for accessibility and inclusion for 107 TTC facilities. 	2025

Status update: In December 2020, the TTC launched a 10-Point Action Plan to build greater diversity and inclusion within the organization. The Plan includes attracting a more diverse workforce, with the TTC beginning to implement initiatives for women and other underrepresented groups. As the TTC continues to create a more inclusive workforce and enhance practices, the 10-Point Action Plan will also positively impact the diverse communities across Toronto.

The TTC has also developed a broader Five-Year Diversity and Human Rights Plan, and an Anti-Racism Strategy as well as developing an Employee Accessibility Strategy. The audit of employee built environment elements for accessibility and inclusion for TTC facilities was completed in early-2025. An implementation plan is currently being developed.

3. New Accessibility Improvement Initiatives

Explore New Accessibility Projects (Not Yet Funded)

Status	2024-2028 5YAP Initiative	Year
In progress	<ul style="list-style-type: none"> Conduct an e-paper pilot to provide electronic service information with audio functionality at bus stops. 	2026
In progress	<ul style="list-style-type: none"> Explore opportunities to pilot new wayfinding technologies. 	TBD
Ongoing	<ul style="list-style-type: none"> Continuously explore additional innovations that enhance the overall customer experience and make public transit seamless. 	TBD

Status update: The TTC is exploring the feasibility of conducting an electronic paper (“e-paper”) pilot, which would provide electronic service information with audio functionality at some bus and streetcar stops. If deployed, this would help address the lack of audible

information at transit stops in the network, as well as communicating service changes to customers in a more timely manner.

There are various wayfinding technologies available on the market, which can significantly enhance wayfinding in transit environments. The TTC will conduct peer benchmarking research and explore opportunities to pilot new wayfinding technologies. The TTC's New Technology and Innovation team will explore real-time American Sign Language (ASL) accessibility solutions for passenger announcements, wayfinding, and live communication – enabling customers who are Deaf and hard-of-hearing to instantly connect with interpreters or receive information through digital tools. This is modelled after the New York City MTA Convo Access pilot, which allows customers to scan a QR code and access on-demand ASL interpretation for trip planning, service updates, and direct conversations with staff.

As these projects will require new funding for implementation, business cases will be developed and put forward during upcoming Capital Budget processes to request funding.

The TTC will continue to explore additional innovations that enhance the overall customer experience and make public transit seamless by conducting innovation challenges, scouting for emerging technology or solutions, and building an open intake process. This ensures the TTC engages with customers proactively and makes them part of the solution-building process. In 2025, TTC will collaborate with Centennial College to host an accessibility-focused hackathon to generate ideas and prototypes to enhance the accessibility experience on TTC buses and bus stops. The student teams will seek mentorship from Accessibility champions at TTC and ACAT to better inform their solutions and root them in human centred design.

4. Ongoing AODA Accessibility Standards Compliance

The TTC is committed to meeting the provincially legislated AODA accessibility requirements set out in the IASR. The TTC is compliant with all IASR requirements currently in effect. Efforts are underway to make further improvements to certain accessibility features of the TTC, such as pre-boarding announcements on buses, in response to recommendations from ACAT.

5. Next Steps

The TTC will continue to progress 5YAP initiatives in 2026. The next annual Public Forum on Accessible Transit will be held this Fall to provide updates on achievements to-date and to seek feedback on the direction that the TTC's accessibility planning initiatives should take in the coming years.

Attachment 3 – Easier Access III Program Update, Schedule and Risks

Table 1: Re-forecasted Easier Access Phase III Program Schedule

Station	Construction Start/Planned	Revised Elevator in Service (EIS) Date	Previous Elevator in Service Board Date	Construction % Complete (As of July 31, 2025)
Rosedale	Jul-21	Q3 2025	Q2 2025	97
Christie	Apr-22	Q4 2025	Q3 2025	89
Summerhill	Jul-21	Q4 2025	Q4 2025	84
Warden (Easier Access and Redevelopment) *	May-22/Aug-23	Q4 2025	Q4 2025	80/41
Greenwood	Oct-21	Q1 2026	Q2 2025	87
College	Aug-20	Q2 2026	Q2 2026	85
Lawrence	Mar-22	Q2 2026	Q2 2026	86
Museum	Jun-22	Q3 2026	Q2 2026	83
Spadina	May-22	Q3 2026	Q3 2026	80
King	Aug-22	Q4 2026	Q4 2026	50
Islington (Easier Access and Redevelopment) **	May-23	Q4 2026	Q1 2026	44
Old Mill	Jan-25	Q3 2028	Q3 2028	1

*A temporary bus terminal has been constructed under the Warden Redevelopment Contract. The station will become accessible under the Warden Easier Access Contract, which will provide accessibility from the drop off passenger pick-up to concourse (1st elevator) and the concourse to subway (2nd elevator).

**Islington Easier Access work will provide accessibility from a new street-level entrance (ramp) to the concourse and from the concourse to the subway platform (elevator). Accessibility from the new bus terminal to the concourse will be provided with an elevator as part of Redevelopment.

Table 2: Easier Access Program Risks and Issues

Contract	Risk Name	Description	Risk Status	Current State	Impact and Interdependencies	Mitigation / Escalation	Outlook
Easier Access	Cost Escalations	Higher costs due to current market conditions, supply chain issues, site conditions and escalations	Open	Medium Risk	<ul style="list-style-type: none"> Increases due to market conditions, unexpected site conditions, labour and productivity issues, utility complexities/costs at several locations resulting in delays to the contract completions and Elevators in Service dates. Closure costs and internal costs due to extensive track-level work at Lawrence station. Property-related claims received at several stations because of property agreements, business loss claims, and expropriation during and after construction, which may require additional funding to close out. Costs for the Interim Service Plan after January, 2025. 	<ul style="list-style-type: none"> Continue to monitor costs and look for opportunities to reduce costs. 	Medium Risk

Contract	Risk Name	Description	Risk Status	Current State	Impact and Interdependencies	Mitigation / Escalation	Outlook
Easier Access	Construction Execution	<ul style="list-style-type: none"> Sub-contractor co-ordination Labour shortages/ disruptions Supply chain issues Unexpected site conditions encountered during construction As-built conditions Third-party conflicts 	Open	Medium Risk	<ul style="list-style-type: none"> Ongoing contractor issues at various stations, including sub-trade availability, labour shortages, supply chain issues, site conditions, third-party conflicts (utilities, neighbour properties), have impacted project schedules, including Elevators in Service dates. Risk allocation amounts have been utilized at several locations (College, Museum, Lawrence, Summerhill, Christie, Greenwood, Museum, and Islington stations). 	<ul style="list-style-type: none"> Risk Assessment performed on all remaining stations and schedules re-baselined. Working with Contractors to mitigate schedule delays and look for opportunities to accelerate work. 	Medium Risk