



# 2019-2023 TTC Multi-Year Accessibility Plan

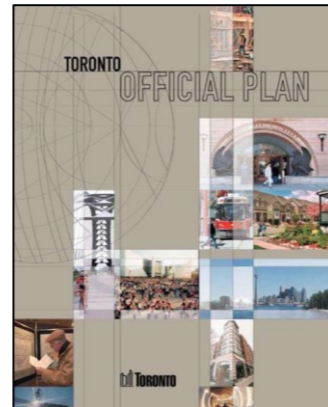
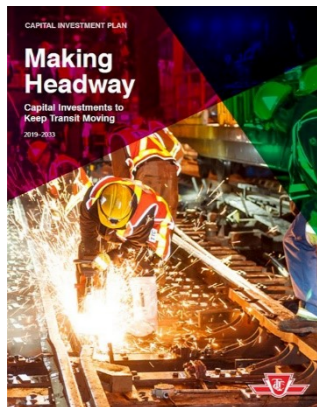
## TTC Board Meeting

May 8, 2019



# Background

- New **2019-2023 TTC Multi-Year Accessibility Plan** will:
  - guide system-wide accessibility improvements over the next five years
  - comply with AODA and go beyond minimum requirements
  - support TTC's Corporate Plan and City strategies
- Planned initiatives will help the TTC achieve its vision of a seamless, barrier-free transit system that makes Toronto proud



# | Achievements, 2014-2018

**2014-2018 Plan: 41 objectives** to improve and expand TTC's accessible transit services in four areas:

- Stations
- Vehicles
- Wheel-Trans
- Customer Service

Of these:

- ✓ 32 objectives (78%) were successfully completed
- one objective will be completed in 2019, as planned, and one objective was superseded by new initiatives and is no longer proceeding
- X seven objectives are in-progress and will be completed within the term of the *2019-2023 Plan*

# Achievements, 2014-2018 - Stations

- Seven stations made accessible:
  - Lawrence West, Ossington, St Clair West, Woodbine, Coxwell, and St Patrick.
  - 45 of 75 stations are now accessible
- New accessible entrances:
  - Queen's Park and Sheppard-Yonge
- Piloted a program to improve “platform gaps”
- New PRESTO-enabled fare gates
  - Two wide gates at most accessible entrances
- Four elevators overhauled for reliable service



# Achievements, 2014-2018 - Vehicles

- Low-floor streetcar routes:
  - 504 King, 509 Harbourfront, 510 Spadina, 512 St Clair
- Hundreds of transit stops made accessible
  - 425+ in 2018
- Retired the last lift-equipped TTC buses
- Blue priority seating on all vehicles
- Toronto Rocket trains:
  - Added exterior door chimes, improved handholds



# Achievements, 2014-2018 – Wheel-Trans

- Introduced the Wheel-Trans Transformation Program:
  - Revamped and expanded eligibility
  - Community Bus, Family of Services, Travel Training, Access Hub initiatives
  - Smaller and more efficient ProMaster buses



# Achievements, 2014-2018 – Customer Service

- Fair Pass Program for customers with low income: Phase 1
- “Please offer me a seat” initiative:
  - 10,000+ buttons distributed to-date
- Wayfinding beacons at St Clair Station in collaboration with CNIB.
- Improved customer service training



# Goals and Objectives, 2019-2023

- Developed with:
  - input from ACAT
  - feedback from customers
- **52 specific initiatives** for accessibility improvements over next 5 years
  - Stations (17)
  - Vehicles (12)
  - Wheel-Trans (5)
  - Customer Experience (18)

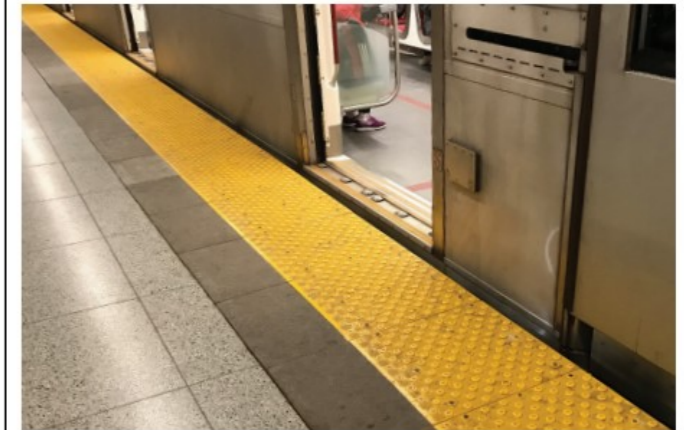




# Goals and Objectives, 2019-2023 - Stations

- Easier Access:
  - Complete 21 additional stations over this 5-Year Plan; all remaining by 2025
    - Royal York: 2019
    - Six stations in 2020
- Begin to retrofit stations: new platform edge tiles
- Continue to improve availability and reliability of elevators and escalators

## Attention, customers! New tiles at Eglinton Station



If you've travelled through Eglinton Station, you may have noticed some new, sloped platform edge tiles. The tiles are designed to reduce the vertical gap between the train and the platform edge as part of an effort to improve barrier-free access across the TTC's network.

Please be mindful of the new platform edge and as always, be careful boarding and disembarking from the train.



TTC Talk (StarMetro) April 5, 2019

# Goals and Objectives, 2019-2023 - Vehicles

- Subway pre-boarding audible/visual announcements: Lines 1 & 2
- Complete Line 3 train retrofits
- Retire all legacy streetcars
- All streetcar routes accessible
- Finish platforms/curb ramps at streetcar stops
- Upgrade over 900 bus stops



# Goals and Objectives, 2019-2023 – Wheel-Trans

- More Access Hubs
- Expansion of Family of Services
- Mobile trip booking app
- Continue to improve telephone booking experience

**Modern**



**Anticipates Needs**



# Goals and Objectives, 2019-2023 – Customer Experience

- Continue Fair Pass program implementation
- Equity-focused consultation process and performance measures
- Accessible lost articles and photo ID offices
- PRESTO: support persons, sedan taxis
- New accessibility awareness campaigns



## First on, last off

It's important for everyone's safety to allow people using mobility devices to board TTC vehicles first and allow them to exit last.

Making Toronto Accessible  
Learn more at [tto.ca](http://tto.ca)



Once you see me, please share the space with me.

Do the right thing. Please offer your seat to customers using a guide dog or other service animals.



# Challenges and Next Steps

- Easier Access:
  - Significant disruptions to stations including bus operations
  - 3<sup>rd</sup> party property; utilities; constructor resources
    - Work underway on all station designs to identify and resolve issues early
- Transit stop accessibility upgrades
  - Permitting, neighbourhood stakeholders
- Ongoing monitoring plan and annual update report to the Board on status of 52 initiatives



