



2019-2023 TTC Multi-Year Accessibility Plan

Date: May 8, 2019
To: TTC Board
From: Chief Customer Officer

Summary

TTC has a strong organizational commitment to making Toronto's transit system accessible. Following up on the TTC's *2014-2018 TTC Multi-Year Accessibility Plan*, the new *2019-2023 TTC Multi-Year Accessibility Plan* will guide system-wide accessibility improvements over the next five years that will provide universal benefits to the millions of customers who use TTC annually, in support of TTC's Corporate Plan.

The previous *2014-2018 Plan* contained 41 objectives to improve and expand TTC's accessible transit services. Of these:

- ✓ 32 objectives (78%) were successfully completed between 2014 and 2018;
- one objective will be completed in 2019, as planned, and one objective was superseded by new initiatives and is no longer proceeding; and
- ✗ seven objectives are in-progress and will be completed within the term of the *2019-2023 TTC Multi-Year Accessibility Plan*.

TTC's numerous accessibility achievements over the past five years, all of which improved and modernized transit service for people with disabilities and seniors, include:

- retrofitting seven subway stations with elevators and accessibility features;
- opening six new accessible subway stations on the Line 1 Extension to Vaughan;
- trialling platform edge tile replacements to reduce the gap between trains and subway platforms;
- deploying low-floor accessible streetcars on four routes;
- upgrading over 400 transit stops to modern accessible design standards in 2018;
- retiring the last lift-equipped TTC buses; all TTC buses are now low-floor;
- installing blue priority seating areas and signage on all TTC vehicles;
- revising and expanding Wheel-Trans eligibility;
- launching Community Bus, Family of Services, and Travel Training initiatives as well as the Fair Pass Discount Program for customers with low income;
- constructing Access Hubs at two bus loops;
- introducing the Please Offer Me A Seat (POMAS) campaign;

- investing in technology improvements, including a new telephone system and on-line trip booking site to support Family of Services trip booking; and
- revising 21 Wheel-Trans Customer Policies, including late cancellations and no shows

Refer to Attachment 1 of this report for a summary of TTCs accessibility achievements over the term of the *2014-2018 Plan*.

Building on the success of the previous *Accessibility Plan*, this new *2019-2023 Accessibility Plan* contains 52 initiatives to further improve and expand the accessibility and availability of TTC services and facilities over the next five years. As described in Attachment 2 of this report, major planned initiatives from 2019 to 2023 include:

- upgrading 21 subway stations with elevators and other accessibility features;
- beginning a program to retrofit subway platforms by replacing platform edge tiles;
- making all streetcar routes accessible;
- piloting equity-focused consultation and performance measures for transit service
- continuing to develop and expand programs including Family of Services, Access Hubs and Community bus;
- developing programs that promote a positive customer experience, including travel training;
- further developing new technologies that support Wheel-Trans programs, including a phone app with features such as “track my bus”; and
- exploring other Wheel-Trans service delivery models that provide trip options for customers with various abilities.

Together, the ongoing and future proposed initiatives described in the *Accessibility Plan* will help the TTC achieve its vision of a seamless, barrier-free transit system that makes Toronto proud.

Recommendations

It is recommended that the Board:

1. Approve the *2019-2023 TTC Multi-Year Accessibility Plan* included in Attachment 2 of this report;
2. Note that TTC staff will report back annually on progress to achieve the accessibility improvement objectives included in the *Multi-Year Accessibility Plan*, in support of the TTC’s *Corporate Plan*; and
3. Note that the report fulfills provincially-legislated Multi-Year Accessibility Plan requirements set out in the *Integrated Accessibility Standards Regulation (IASR)* of the *Accessibility for Ontarians with Disabilities Act, 2005 (AODA)*.

Financial Summary

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 \$768.3 million have been budgeted in the 2019-2028 TTC Capital Budget. These projects, described in Table 1, will improve the accessibility of TTC facilities and vehicles for all customers.

Table 1: Accessibility Projects in 2019-2028 TTC Capital Budget

Project Name	Description	Budget (millions)
Easier Access Phase III	Accessibility retrofits at subway stations, including elevators and associated architectural, structural, mechanical, and electrical modifications.	\$590.0
Easier Access Phase 4 Study	Study to evaluate and provide recommendations regarding long term need for redundant elevators at key subway stations.	\$0.8
Elevator Overhaul	Removal and replacement of elevator units with more dependable equipment to ensure reliable service for customers.	\$12.4
Escalator Replacement	Replacement of escalators throughout the subway system that have exceeded their useful operating life.	\$31.9
Platform Edge Tile Replacement	End of life replacement of subway platform edge tiles including accessibility improvements to reduce horizontal and vertical gaps.	\$4.5
Station Tactile Wayfinding Upgrade	Upgrade of centre platform wayfinding tiles to ISO standards and add tactile attention indicator tiles at top of stairs.	\$2.8
Bus Stop Accessibility Improvements	Construction/installation of new accessible concrete pads at bus stops.	\$17.9
Wheel-Trans Transformation Program	Continued implementation of a comprehensive program to deliver aspects of the Wheel-Trans 10-Year Strategy, composed of 13 wide-ranging initiatives.	\$37.2
Purchase of Wheel-Trans Buses	Acquisition of new buses to replace the existing "Friendly" bus fleet (mini 20').	\$70.8
Total		\$768.3

Full funding was restored to the Easier Access station retrofit program in the 2016-2025 Capital Budget. This means that accessibility improvements are now funded for all subway stations. Furthermore, funding to make Warden and Islington Stations accessible, including bus terminal redevelopment, was approved in the 2019-2028 Capital Budget.

It is important to note that the future purchase of Wheel-Trans buses requires \$208.4M of which \$137.6M is unfunded in the 2019-2028 Capital Budget. If future Wheel-Trans bus purchases are not funded in upcoming Capital Budgets, there is a risk that older fleets would need to be maintained to ensure uninterrupted, reliable service for customers.

Based on feedback from customers and the Advisory Committee on Accessible Transit (ACAT), this Plan recommends development of further initiatives not currently funded or included in the TTC's budgets, in order to support the realization of the vision and mission of the *TTC 2018-2022 Corporate Plan*. The TTC will develop business cases for these initiatives and include them for consideration during upcoming capital budget processes.

This report has no financial impact beyond that which has been requested as part of the 2019-2028 Capital Budget approved by the Board on January 24, 2019 and approved by City Council at its meeting of March 7, 2019.

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

Equity/Accessibility Matters

The TTC is making Toronto's transit system barrier free by implementing changes which will make all of its services and facilities accessible to all our customers. The TTC strongly believes that all its customers should enjoy the freedom, independence and flexibility to travel anywhere on its transit system. The TTC's commitment to providing accessible transit is also at the forefront of its *2018-2022 Corporate Plan*.

The *2019-2023 TTC Multi-Year Accessibility Plan* in Attachment 2 describes the 52 specific initiatives that the TTC will undertake to achieve a modern, inclusive, and accessible transit system for all.

Decision History

The previous *2014-2018 TTC Multi-Year Accessibility Plan* was adopted in April 2014:

[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)

TTC has reported annually on the implementation status of the initiatives outlined in the 2014-2018 Plan. The most recent *2018 TTC Accessibility Plan Status Report* was approved by the Board at its April 11, 2018 meeting:

[http://www.ttc.ca/About the TTC/Commission reports and information/Commission meetings/2018/April 11/Reports/4 2018 Accessibility Plan Status Update.pdf](http://www.ttc.ca/About%20the%20TTC/Commission%20reports%20and%20information/Commission%20meetings/2018/April%2011/Reports/4%202018%20Accessibility%20Plan%20Status%20Update.pdf)

Issue Background

The TTC is making ongoing progress towards making its services and facilities accessible, a mission that was started in the 1980s. This work is 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, for many years, produced and updated plans for making its system accessible, including annual reports on accessibility barrier removal since 2003, and annual reports on the progress of the objectives committed to in its *2014-2018 Multi-Year TTC Accessibility Plan* since 2015.

Attachment 2 of this report, the *2019-2023 TTC Multi-Year Accessibility Plan* describes, in detail, the 52 initiatives that TTC plans to complete over the next five years which will increase the number and geographic coverage of accessible transit services and facilities, satisfy AODA requirements, and overall improve accessibility for TTC customers. These initiatives cover four broad areas: Vehicles, Facilities, Wheel-Trans, and Customer Experience. Included in the *Accessibility Plan* are proposed new best practice initiatives to go beyond the requirements of the AODA and further the *2018-2022 Corporate Plan*, such as system-wide signage and wayfinding upgrades and providing real-time text/visual information on subway trains. A summary of the 52 initiatives is also provided in Attachment 3, while a summary of TTC's AODA IASR compliance status is provided in Attachment 4.

Together, the ongoing and future proposed initiatives described in the *Accessibility Plan* will help the TTC achieve its vision of a seamless, barrier free transit system that makes Toronto proud.

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Attachments

Attachment 1 – Status of *2014-2018 TTC Multi-Year Accessibility Plan* Goals and Objectives

Attachment 2 – *2019-2023 TTC Multi-Year Accessibility Plan*

Attachment 3 – Summary of *2019-2023 TTC Multi-Year Accessibility Plan* Goals and Objectives

Attachment 4 – *TTC Integrated Accessibility Standards Regulation* Compliance Status

Attachment 1: Status of 2014-2018 TTC Multi-Year Accessibility Plan Objectives

Guided by the *2014-2018 TTC Multi-Year Accessibility Plan*, which set 41 objectives for improvements across the system, the TTC has made considerable progress towards an accessible transit system. Of those objectives:

- ✓ 32 objectives (78%) were successfully completed between 2014 and 2018;
- one objective will be completed in 2019, as planned, and one objective was superseded by new initiatives and is no longer proceeding; and
- ✗ seven objectives are in-progress and will be completed within the term of the *2019-2023 TTC Multi-Year Accessibility Plan*.

Details of the 41 objectives are as follows:

#	Key area	Objective	How we did	Year Completed	Details
1	Stations and Facilities	Review TTC design standards and implement changes to incorporate new legislative requirements	✓	2014	Standards updated to include OBC changes and AODA Design of Public Spaces requirements
2	Stations and Facilities	Complete accessibility retrofits at Dufferin and Lawrence West stations	✓	2014	Easier Access work was completed at these two stations in 2014
3	Stations and Facilities	Open a new accessible entrance at Queen's Park Station	✓	2015	New MaRS Centre entrance opened in 2015
4	Stations and Facilities	Open a new accessible entrance at Sheppard-Yonge Station	✓	2015	New Hullmark Centre entrance opened in 2015
5	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	ACAT site visit completed in December 2017

Attachment 1: Status of 2014-2018 TTC Multi-Year Accessibility Plan Objectives

#	Key area	Objective	How we did	Year Completed	Details
6	Stations and Facilities	Complete accessibility retrofits at stations between 2014 and 2018	✗	2018	Easier Access work completed at seven stations, short of the 11 planned in 2014
7	Stations and Facilities	Rebuild 5 elevators to improve reliability	✗	2019 (planned)	Delayed due to significant increase in scope of work for these elevators due to advanced deterioration
8	Stations and Facilities	Implement escalator and elevator real-time monitoring system (RTMS)	✗	2020-2023 (planned)	Delayed due to budget and resource constraints and integration challenges. A phased rollout is now planned
9	Stations and Facilities	Replace five escalators to improve reliability	✗	2023	Delayed due to design and procurement challenges
10	Stations and Facilities	Work with property developers to create new accessible entrances to stations, where opportunities arise	✓	Ongoing – no set end date	TTC continues to work with 3 rd party developers on entrance accessibility improvements
11	Stations and Facilities	Collaborate with Metrolinx to ensure all major transfer points between rapid transit lines and TTC services are accessible	✓	Ongoing – no set end date	TTC continues to collaborate with Metrolinx on these initiatives
12	Vehicles	Launch the first accessible streetcar route	✓	2014	510 Spadina was the TTC's first accessible streetcar route
13	Vehicles	Review all inaccessible bus stops to determine if these can be made accessible	✓	2014	All bus stops were reviewed to determine scope for accessibility improvements

Attachment 1: Status of 2014-2018 TTC Multi-Year Accessibility Plan Objectives

#	Key area	Objective	How we did	Year Completed	Details
14	Vehicles	Begin to install exterior door chimes at all Toronto Rocket (TR) train doors	✓	2014	All TR trains now have exterior door chimes
15	Vehicles	Begin to install improved inter-car barriers on all TR trains	✓	2014	All TR trains now have improved inter-car barriers
16	Vehicles	Replace all high-floor lift-equipped buses with new low-floor buses	✓	2015	All TTC buses are now low-floor models
17	Vehicles	Determine feasibility of audible notification of the side of the train on which doors will open at each station	✓	2015	Audible door opening announcements were added to all TR trains
18	Vehicles	Upgrade as many bus stops as possible	✓	2018	Hundreds of bus stops were made accessible between 2014 and 2018
19	Vehicles	All streetcar routes will be accessible	—	2019 (planned)	The complete order of 204 low-floor accessible streetcars is expected to be received by the end of 2019, as planned, at which point all streetcar routes can be made accessible
20	Vehicles	Install new curb ramps or modified platforms, as required, at all streetcar stops	✗	2020	Delayed from 2019 to 2020 due to King/Queen/Roncesvalles project deferment
21	Wheel-Trans Services	Increase the number of staff available to answer reservation request calls	✓	2014	Seven additional staff were hired in 2014 to answer reservation calls

Attachment 1: Status of 2014-2018 TTC Multi-Year Accessibility Plan Objectives

#	Key area	Objective	How we did	Year Completed	Details
22	Wheel-Trans Services	Reduce the number of no-shows for eligibility assessment interviews	✓	2014	New policies were introduced to reduce the number of no-shows
23	Wheel-Trans Services	Upgrade the Wheel-Trans website to enable customers to add new addresses online	✓	2014	Upgrades were completed to enable this feature
24	Wheel-Trans Services	Develop a service integration plan in to transition some Wheel-Trans customers to the conventional system	✓	2015	The Wheel-Trans 10-Year Strategy was developed and approved by the Board
25	Wheel-Trans Services	Implement a new policy to discourage repetitive late cancellations and no-shows	✓	2015	New automated phone calls were introduced to remind customers of Wheel-Trans policies
26	Wheel-Trans Services	Revise Wheel-Trans eligibility criteria to introduce “conditional eligibility”	✓	2017	Wheel-Trans eligibility criteria/categories was revised effective January 1, 2017
27	Customer Service	Install new priority seating decals on all TTC vehicles	✓	2014	New decals were installed on all TTC vehicles
28	Customer Service	Launch a new priority seating public education campaign	✓	2014	A new education campaign was developed to complement the new priority seating decals and blue seats
29	Customer Service	Introduce blue seat fabric in priority seating areas	✓	2014	All TTC priority seating areas now have blue seats

Attachment 1: Status of 2014-2018 TTC Multi-Year Accessibility Plan Objectives

#	Key area	Objective	How we did	Year Completed	Details
30	Customer Service	Introduce a new concept for the representation of subway lines and continue to work towards consistent wayfinding signage in all subway stations	✓	2014	TTC launched new wayfinding signage standards in 2014
31	Customer Service	Install 28 NVAS LCD, 33 SIS LCD, and 23 LED screens at subway stations	✓	2014	New customer information screens were deployed in 2014, as planned
32	Customer Service	Fare vending machines are accessible when introduced on new streetcars and busy streetcar stops	✓	2014	Accessible fare vending devices are available on low-floor streetcars
33	Customer Service	Upgrade the public address (PA) system in 20 subway stations to make announcements easier to hear and understand	✓	2014	PA systems were upgraded at 20 stations for improved clarity
34	Customer Service	PRESTO Self-Serve Reload Station (previously referred to as Add Value Machines) will be accessible when introduced in subway stations	✓	2015	ACAT was heavily involved in the development of PRESTO devices to ensure that they were accessible
35	Customer Service Initiatives	Future PRESTO devices will be accessible	✓	2017	See above
36	Customer Service Initiatives	Improve next stop announcements on express bus routes	✓	2018	“Arriving at” announcements were added to express bus routes

Attachment 1: Status of 2014-2018 TTC Multi-Year Accessibility Plan Objectives

#	Key area	Objective	How we did	Year Completed	Details
37	Customer Service Initiatives	Replace tactile, braille, and other associated elevator signage, for consistency across TTC elevators	✓	2018	Raised tactile, braille and other associated signage was replaced at TTCs oldest elevators for consistency
38	Customer Service Initiatives	Upgrade the PA system in all subway stations	✓	2018	The project to upgrade PA systems was completed
39	Customer Service Initiatives	Provide electronic pre-boarding announcements on TTC vehicles	✗	2016 (bus/streetcar) 2019 (subway, planned)	Implementation on subway trains was delayed due to procurement and integration challenges, however, these features will be available by Q3 2019
40	Customer Service Initiatives	Post notifications of localized elevator and escalator outages on passenger information displays near station entrances	✗	2014 (elevators, non-real time); full implementation 2023 (planned)	Notification of elevator outages is available when Transit Control becomes aware of them, however, real-time elevator information and any escalator information is dependent on full RTMS rollout as described above
41	Customer Service Initiatives	Launch a pilot project for tactile signage at bus platforms	—	No longer planned	Replaced with beacon wayfinding pilot project and audible external route announcements



TTC Multi-Year Accessibility Plan
2019-2023



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1 VISION: MAKE TAKING PUBLIC TRANSIT SEAMLESS

The Toronto Transit Commission (TTC) delivers accessible conventional and specialized transit service throughout the City of Toronto. The TTC has a strong organizational commitment to making Toronto's transit system barrier-free and accessible to all. One of the five critical paths in the *TTC Corporate Plan 2018-2022* is to “*make taking public transit seamless*”. TTC believes that all customers should enjoy the freedom, independence and flexibility to travel anywhere on the public transit system, regardless of ability.

Building on TTC's long history of and commitment to improving the accessibility of our transit services and facilities, TTC has developed plans to achieve an accessible public transit system, which also meets the requirements of the *Accessibility for Ontarians with Disabilities Act, 2005* (AODA) and its regulations.

The *2019-2023 TTC Multi-Year Accessibility Plan* is a five-year accessibility plan that:

- Identifies barriers and establishes strategies to improve accessibility and fulfill regulatory requirements by 2025;
- Ensures that policies, procedures, protocols, and standards are developed to improve the accessibility of transit facilities and services;
- Ensures that our services are delivered in a manner that respects the rights, dignity, and independence of all customers; and
- Includes the commitment to consult with ACAT and people with disabilities in the community on TTC accessibility plans and policies.

Only by working to make TTC services, facilities, and vehicles accessible for everyone will we realize our vision of a seamless transit system.

2 BACKGROUND – LEGISLATION AND POLICIES

TTC is committed to expanding on the framework started under previous accessibility plans, including TTC's *2014-2018 Accessibility Plan* which has guided improvement initiatives over the past five years, by creating an accessible public transit system. TTC's accessibility planning activities are guided by Provincial accessibility legislation, City strategies, TTC corporate policy, and changing demographics.

2.1 Provincial Legislation

Accessibility planning is required by Provincial law. The *Ontarians with Disabilities Act* (ODA) requires all public transit systems to produce an accessibility plan with details on ongoing accessibility barrier removal activities, while the *Accessibility for Ontarians with Disabilities Act (AODA) Integrated Accessibility Standards Regulation* (IASR) requires TTC to produce a multi-year accessibility plan with annual status report updates. This *Accessibility Plan* satisfies these legislative requirements.

The IASR is the guiding standards document for accessibility in Ontario and contains requirements for customer service, transportation, information and communications, employment, and design of public spaces. Most of the IASR requirements have now been implemented with TTC's compliance status described in **Attachment 4**.

2.2 City of Toronto Strategies

As an agency of the City of Toronto, TTC is committed to advancing established City strategies and initiatives. This *Accessibility Plan* contains initiatives to help implement several City strategies, including the *City of Toronto Official Plan*, *Seniors Strategy*, *Poverty Reduction Strategy*, and *Strong Neighbourhoods 2020 Strategy*.



2.2.1 Toronto Official Plan

The City of Toronto *Official Plan*, envisions a future where our accessible public transit system is designed to meet the needs of everyone, including people with disabilities and seniors. Policies of the *Official Plan* include ensuring that new transit facilities and vehicles are accessible including buses, streetcars and subway trains; modifying existing transit stations to become accessible; providing paratransit services; and taking accessibility into account from the

design stage onwards. TTC will work to achieve these policies through the goals and objectives of its current *Multi-Year Accessibility Plan*.

2.2.2 Toronto Seniors Strategy

Version 2.0 of the City of Toronto *Seniors Strategy* was adopted by City Council in May 2018. This strategy contains two short-term TTC actions related to public awareness campaigns and a travel training program, both of which were completed in 2018. Over the next five years, TTC will continue to refresh and implement new accessibility education campaigns to support the *Seniors Strategy*.

2.2.3 Toronto Poverty Reduction Strategy

The City of Toronto's Poverty Reduction Strategy (PRS) recommends that TTC provide improved transit service in inner suburban areas and better support low-income neighbourhoods. The equity initiatives outlined in TTC's current *Multi-Year Accessibility Plan* are intended to support and help implement the PRS action items.

2.2.4 Toronto Strong Neighbourhoods 2020 Strategy

Through this *Accessibility Plan*, TTC is working towards implementing recommendations of the City of Toronto's Strong Neighbourhoods 2020 Strategy, including embedding equity considerations into the service planning process to improve bus, streetcar and community bus services.

2.3 TTC Corporate Policy

In 2018, TTC introduced a new 5-Year Corporate Plan, with five critical paths designed to realize the TTC's vision *to be a transit system that makes Toronto proud* and its mission *to provide a reliable, efficient, accessible and integrated bus, streetcar and subway network that draws its high standards of customer care from our rich traditions of safety, service and courtesy*.

Recognizing that accessibility improvements are crucial to achieving TTC's vision, accessibility is embedded throughout its 5-Year Corporate Plan. In particular, critical path #4: *Make taking public transit seamless*, commits to system wide accessibility improvements to make getting from A to B easy, frictionless and barrier-free.

TTC's current *Multi-Year Accessibility Plan* contains numerous initiatives intended to realize the goals set by its 5-Year Corporate Plan.

2.4 Demographics

Transit accessibility is important, in short, because the number of people with disabilities and seniors in Toronto continues to increase, which is expected to result in increased demand on TTC's accessible services in the coming years.

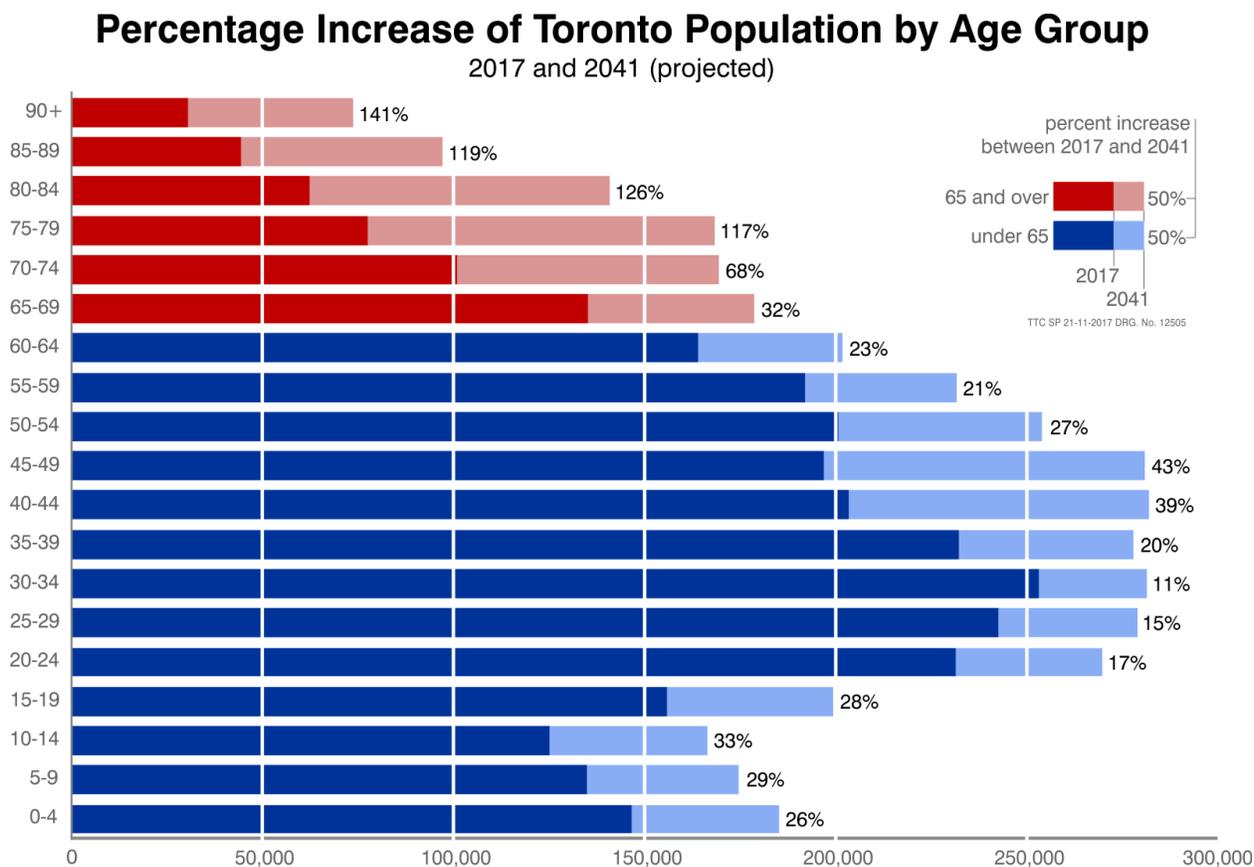


2.4.1 Seniors and People with Disabilities in Toronto

As of 2017, 24.1% of Ontarians over 15 reported having a disability; however, the prevalence of disability is nearly double for seniors 65 or older at 43.1% and 53.5% for people over the age of 75 (Canadian Survey on Disability, 2017). Therefore, as the population ages it is expected that the number of people with disabilities will continue to rise.

In particular, and as shown in Figure 1, it is expected that the percentage of seniors, especially those 70 and older, will increase dramatically by 2041, as compared to 2017.

Figure 1 : Population of Toronto, Percentage Increase by Age Group



Source: Ontario Population Projections Update, 2017–2041

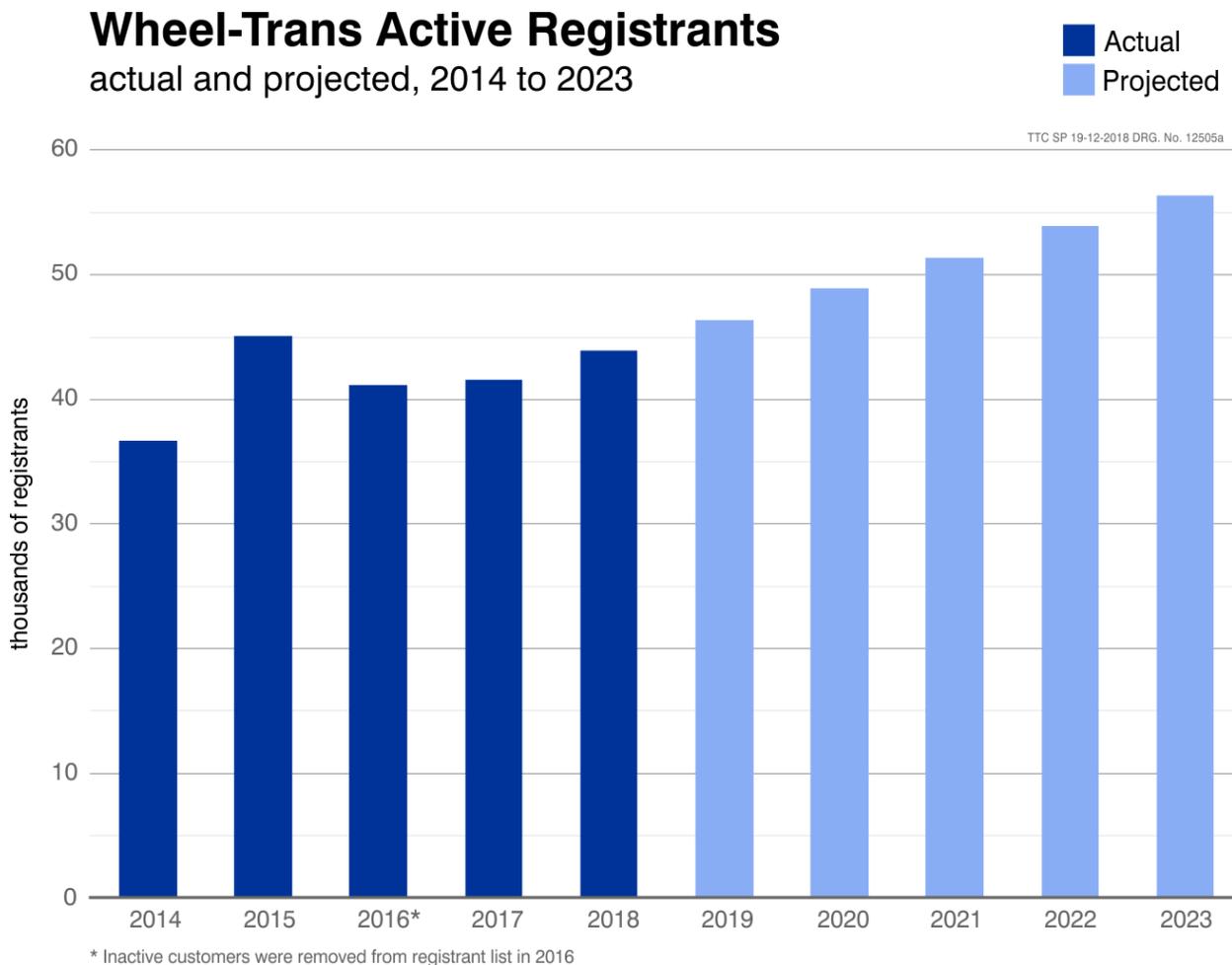
Many seniors, especially those that can no longer drive, rely on accessible transit services. In fact, over 75% of Wheel-Trans customers are currently over the age of 65. Overall, the projected increase in seniors and people with disabilities is expected to result in increased demand for TTC’s accessible conventional and Wheel-Trans services. As described in this *Accessibility Plan*, TTC will continue to invest in accessible transit improvements to accommodate the expected increase in demand for these features.

2.4.2 Projected Wheel-Trans Registrants

In order to forecast Wheel-Trans demand, Toronto population projections and census data are reviewed annually. In 2018, Wheel-Trans provided door-to-door service for 44,000 active registrants. As shown in Figure 2, this is forecasted to increase to 56,500 active registrants by 2023, based on historical data and by matching the effect of an increase in population by age group against an increase in active registrants.

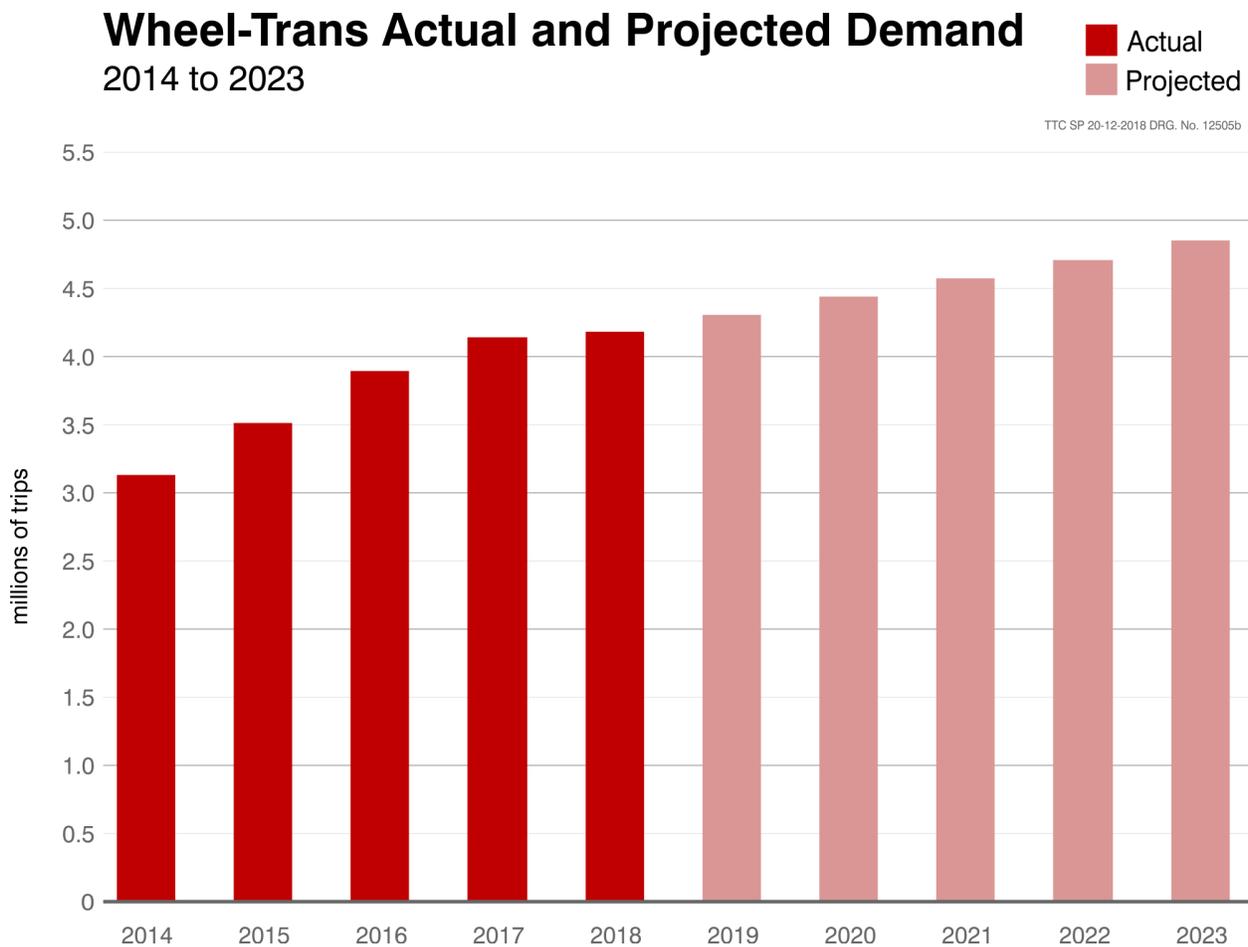
As of January 1, 2017, Wheel-Trans eligibility criteria was expanded to allow for individuals with cognitive, sensory and mental health disabilities to access Wheel-Trans services, in accordance with the IASR. Applications for Wheel-Trans have been steady since that time with approximately 1,100 applications received per month.

Figure 2: Wheel Trans Active and Projected Registrants, 2014 to 2023



The projected average number of Wheel-Trans trips per registrant for years 2019-2023 is based on historical data trends from the past five years. Wheel-Trans ridership in 2018 was 4.18 million trips. By 2023, it is projected that Wheel-Trans will provide 4.85 million trips per year, as shown in Figure 3.

Figure 3: Wheel-Trans Actual and Projected Demand, 2014 to 2023



One factor which influences development of the Wheel-Trans demand forecast is the continuing accessibility improvements to the TTC’s conventional services. While it is expected that demand for Wheel-Trans door-to-door service will continue to grow over the next five years, it is anticipated that improving the accessibility of conventional services will moderate this increase in demand by making it more-practical and convenient for some Wheel-Trans registrants to travel on the conventional system. As per the Wheel-Trans 10-Year Strategy, it is expected that up to 50% of Wheel-Trans trips will transition to Family of Services trips by 2025, using the conventional system for all or part of a trip.

While improving the accessibility of conventional services will never eliminate the need for door-to-door service, improved accessibility will increase the use of the conventional system by seniors and people with disabilities, and provide the additional benefits of spontaneous trip-making and more-flexible travel options.

The increased use of the conventional system by customers who are eligible for Wheel-Trans will also have a financial benefit by mitigating the amount of Wheel-Trans subsidy increase that would otherwise be required on an annual basis. This is significant because each ride taken on Wheel-Trans currently requires approximately \$30 in subsidy vs. approximately \$1 for each ride taken on the conventional system.

3 ACCESSIBILITY FEEDBACK AND CONSULTATION

In preparing the current *Multi-Year Accessibility Plan*, TTC consulted with its Advisory Committee on Accessible Transit (ACAT), reviewed customer comments provided by seniors and customers with disabilities at the annual Public Forum on Accessible Transit over the past several years, and considered feedback received by our Customer Service Centre. This feedback helps to inform the initiatives that TTC will seek to achieve over the next five years to improve accessibility, as described in Section 5 of this report, Accessibility Improvements Plans: 2019-2023.

3.1 Advisory Committee on Accessible Transit

TTC has established an ongoing process for consulting with, and tapping into the expertise of, seniors and people with disabilities and to enlist their support in the search for accessibility solutions that work for everyone. This is primarily accomplished through the Advisory Committee on Accessible Transit (ACAT), a 15-member group representing a broad spectrum of people with disabilities, seniors, and advocates for people with disabilities.



During 2018, ACAT and its subcommittees – Design Review, Wheel-Trans, Service Planning, and Communications – were deeply involved in activities such as:

- advising TTC staff on the Wheel-Trans Transformation Program, including Access Hubs, Family of Services and Travel Training;
- reviewing designs for accessibility improvements at Lawrence, Christie, and Spadina Stations, as well as the new Scarborough Centre Station on the Line 2 East Extension;
- providing advice to Metrolinx on LRT station and stop designs;
- ongoing consultation for customer communication campaigns and the new TTC website and;
- connecting with accessibility advisory committees in surrounding regions to improve cross-boundary travel.

TTC has worked with ACAT through its Service Planning Subcommittee to ensure that the vision, goals, and objectives of TTC's current *Multi-Year Accessibility Plan* meet the needs of people with disabilities and seniors. ACAT will continue to provide advice to TTC staff and the Board going forward to support efforts to achieve Accessibility Plan objectives.

3.2 Customer Feedback

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. In 2018, 0.83% of the over 72,000 complaints received by TTC Customer Service were accessibility-related, a decrease from 0.87% in 2017. 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. Feedback is used both to make short term accessibility improvements to TTC services and facilities (e.g., procedure improvements, or adding a bench in a subway station) and also to help support and justify business plans for longer term capital improvements.

3.3 Public Forum on Accessible Transit

The eleventh annual Public Forum on Accessible Transit was held in December, 2018 to obtain customer input on accessibility matters in order to inform TTC accessibility improvement initiatives. This event provides an opportunity for TTC Board members, senior staff and ACAT members to hear directly from customers with disabilities about their accessibility priorities, concerns and commendations, and requests for change.



This year, over 100 individuals attended the event in person at the Metro Toronto Convention Centre. 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. Many others followed the conversation on Twitter and/or submitted comments through the live stream.

Several suggestions for accessibility improvements, concerns, and general comments were raised during event regarding:

- Wheel-Trans booking and customer service wait times, and functionality of the new online booking system, including requests for mobile apps;
- subway station accessibility, particularly Warden Station; and
- improving real-time trip information for conventional and Wheel-Trans vehicles.

In total, nearly 300 individual comments were received. A summary of the event and TTC responses to customer comments will be made available in the Accessibility section of the TTC website. The next Public Forum will be held in September 2019.

3.4 Wheel-Trans 10-Year Strategy / Transformation Program

With the introduction of its 10-Year Strategy, Wheel-Trans consulted with the Wheel-Trans Operations Subcommittee of ACAT and held numerous public consultation sessions annually. The purpose of these sessions was to discuss program changes being introduced as well as soliciting feedback on new initiatives that were being considered. Several sessions were held throughout the city at various accessible locations that allowed time for staff to discuss one-on-one any concerns expressed by customers.



3.5 Accessibility Trade Shows

TTC attended two accessibility trade shows in 2018: Abilities Expo and People in Motion. Each event provided an excellent opportunity for the TTC to reach out to and advise attendees, many of whom are current Wheel-Trans customers, on the improved accessibility of TTC's conventional transit network. TTC also recruited customers for the Travel Training Pilot Project and provided information on Family of Services. The TTC booth at People in Motion also featured a 12-metre conventional bus which afforded customers the opportunity to practice mobility device boarding and alighting. TTC plans to continue to attend such events when opportunities arise.



4 STATUS UPDATE: ACCESSIBILITY IMPROVEMENT PLANS, 2014-2018

Guided by the *2014-2018 TTC Multi-Year Accessibility Plan*, which set 41 objectives for improvements across the system, the TTC has made considerable progress towards an accessible transit system. Of those objectives, 32 were completed over the past five years, one will be completed in 2019 as planned (all streetcar routes accessible), seven are in-progress and expected to be completed within the term of the 2019-2023 Plan, and one has been superseded by new initiatives. Refer to Attachment 1 for status update details.

A selection of accessibility achievements in the areas of stations and facilities, vehicles, Wheel-Trans services, and customer service over the past five years is described below.

4.1 Stations and Facilities

4.1.1 TTC Accessible Design Standards

Over the past 5 years, TTC has incorporated new legislative requirements into its design standards for transit facilities, and has also gone beyond the minimum requirements by including emerging accessibility best practices, as appropriate. For example, TTC will be incorporating multiple elevators from street to platform level, as well as accessible public washrooms (including universal) in all future subway stations. TTC also revised standards to provide modern ISO-compliant tactile guidance paths on centre subway platforms, and added provision for accessible curb ramps at the designated Wheel-Trans bays at subway station bus terminals.



4.1.2 Elevators and Accessibility Improvements

As of year-end 2018, TTC operated over 110 elevators at 45 accessible subway stations, with 60% of stations now accessible (up from 45% in 2014). Accessible stations include a barrier-free path between street, bus/streetcar platforms (if applicable), and subway platforms, and typically include the installation of one or more elevators, accessible fare gates, automatic doors, and upgraded signage.

Seven subway stations were made accessible over the past five years: Dufferin, Lawrence West, Ossington, St Clair West, Coxwell, Woodbine, and St Patrick. New third party accessible entrances were also opened at Queen's Park and Sheppard-Yonge Stations.



In 2018, trial improvements were begun to improve horizontal and vertical gaps on subway platform edges. More information is provided in Section 5.1.1 below.

4.1.3 Elevator Reliability

Over the past five years, four elevators at Dundas West, Finch and Kennedy stations were overhauled to provide more reliable service for our customers.

4.2 Vehicles

4.2.1 Low-floor Streetcars

Over 100 of TTC's new accessible low-floor streetcars were delivered between 2014 and 2018. As of year-end 2018, these vehicles were in service on routes 504 King, 509 Harbourfront, 510 Spadina and 512 St Clair. Since delivery began, further refinement of accessibility features, such as pre-boarding announcements, has taken place in consultation with ACAT. TTC has also retrofitted hundreds of streetcar stops and platforms to provide access to customers who use the accessible ramp on these vehicles.



4.2.2 Conventional Buses

In 2015, TTC's last high-floor accessible bus was retired. TTC's conventional bus fleet now consists exclusively of accessible low-floor buses, with nearly 2,000 in the fleet at the end of 2018. These buses are equipped with ramps, kneeling features, two flip-up wheelchair and mobility device priority locations, colour-contrasted stanchions with accessible stop-request buttons, audible and visual electronic stop announcements, and high visibility destination signs.

TTC has also worked closely with ACAT and bus, seating and securement manufacturers, to make further refinements to the position of securement devices and mounting brackets for seats along the wall (i.e. to move seats closer to the wall) to provide more maneuvering space for mobility device users, and overall more standee space onboard. These refinements have been included on the TTC's newest generation of buses.

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, installing concrete pads, and/or moving stops. In 2018 more than 400 stops were upgraded through this project.



4.2.3 Toronto Rocket Subway Trains

All TTC subway cars have level-boarding and are accessible. Over the last five years, TTC's oldest subway cars were retired and replaced with additional Toronto Rocket (TR) trains, operating on Lines 1 and 4, which have enhanced accessibility features. The TR trains also received further enhancements to add external door chimes, improved inter-car barriers, extra hand holds, and announcements about which side the doors will open at stations.

Line 3 trains are also receiving modifications to add dedicated mobility device seating areas. As of year-end 2018, 14 out of 28 train cars have been modified.



4.3 Wheel-Trans Services

4.3.1 Family of Services

In response to the new legislative requirements of the AODA, recommendations provided by the City of Toronto Auditor General, and the anticipated surge in demand for specialized transit services in the City of Toronto, the Wheel-Trans Transformation Program (WTTP) established a new service delivery model that allows Wheel-Trans customers to take multimodal trips combining specialized and conventional services. “Family of Services” represents the cornerstone of the entire WTTP, defining a new service delivery model for customers who are able to make use of the accessible, conventional system for all or part of their trip. Family of Services is a service delivery model that is relatively new among specialized transit providers across North America, and as such, best practices are limited, particularly for a transit agency the size and scale of the Toronto Transit Commission.

Family of Services was introduced in May 2017 as a four-phase pilot project, gradually providing access to additional components of conventional accessible transit to volunteer Wheel-Trans customers. In November 2017, the program was expanded to customers with conditional eligibility. The pilot ended after 11 months on April 30, 2018. The pilot simultaneously allowed TTC to work through any challenges and impediments related to service integration and delivery and develop a customer base that can serve as ambassadors of the program. Next steps have been identified and a post-pilot business implementation plan has been developed.



4.3.2 Vehicles

Wheel-Trans introduced a new smaller mini-bus in 2017 that has a more fuel-efficient gasoline engine. This vehicle was purchased through the Joint Procurement Program developed by Metrolinx which allows the incorporation of past experience and knowledge of many public transit services in the Province and presents a stronger buying power, resulting in lower costs. As of December 2018, Wheel-Trans has 80 of these vehicles in service.



4.3.3 Expansion of Customer Eligibility

In accordance with the AODA, Wheel-Trans developed a new application process that expanded eligibility criteria to include cognitive, sensory and mental health disabilities. The new application process is fair and objective, and allows applicants the opportunity to undergo an independent functional assessment, if needed, to assess eligibility.

Three categories of Wheel-Trans eligibility were introduced with the new application process: conditional, unconditional, and temporary. Customers with conditional eligibility have disabilities that limit their ability to use conventional transit on a consistent basis, but can travel on conventional transit in some circumstances and/or by incorporating on-demand services with regular conventional trips. Customers with unconditional eligibility have disabilities that prevent them from using regular conventional services all of the time, and customers with temporary eligibility have temporary conditions that prevent them from using conventional services for a limited period of time. The Family of Services model is based on identified customer conditions and the ability of customers to use conventional services as specified in those conditions.

4.3.4 Technology Improvements

Wheel-Trans introduced new technologies including a new telephone system as well as a new scheduling and dispatching software. The new telephone system introduced new features such as expanded lines, a call-back feature, and it also provided new management tools to ensure that customers receive a positive trip booking experience. The new scheduling and dispatching software also introduced a new on-line booking module that allowed customers to book their own Family of Services trips. This software incorporates conventional transit schedules with the Wheel-Trans software ensuring all transfers between services are efficient and timely.

4.3.5 Access Hubs

Access Hubs provide customers with a more comfortable, accessible place to wait when transferring between Wheel-Trans vehicles and other TTC modes of transit as part of the Family of Services delivery model. They are dry and well-lit, spacious enough for multiple mobility devices, have automatic doors, and provide generous seating. Wheel-Trans has introduced two new facilities and will continue to expand the program as new routes are incorporated into the Family of Services program.



4.4 Customer Service Initiatives

4.4.1 Next Stop and Pre-Boarding Announcements

Automated pre-boarding route and destination announcements are now provided on all TTC buses and streetcars to improve accessibility for customers with vision loss, especially where multiple routes serve the same stop. Work is underway to provide these announcements on subway trains by the end of Q3 2019.

Given that the distance between express bus stops can be lengthy, TTC has begun to revise 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. These announcements were previously implemented as a trial on two express routes.

4.4.2 Subway Station Public Address System Upgrade

Over the past five years, TTC upgraded its public address system in 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.

4.4.3 Signage and Wayfinding

In 2014-15, blue priority seating and information decals were installed on all TTC vehicles to better emphasize the purpose of these seating areas. The number of priority seats was also increased on all buses and subway trains.



In 2015, elevator buttons dating from the installation of TTC's first elevators were upgraded at twelve 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.

4.4.4 PRESTO Fare Card System

PRESTO and TTC have worked closely with ACAT to ensure that all PRESTO devices are accessible. All fare vending machines deployed on TTC streetcars and in subway stations are accessible to customers using mobility devices and include audio modes for customers with vision loss. Second generation devices have been deployed which are faster and include a number of improvements based on feedback from ACAT. In 2017, new secondary card readers were installed on the front of many of the new paddle-style fare gates in subway stations. Wide fare gates that do not yet have new secondary card readers will get them in 2019.



4.4.5 Transit Fare Equity

From 2014-16, TTC staff and ACAT members worked with the City of Toronto to develop a framework which would provide discounted fares to low-income residents. In December 2016, City Council and the TTC Board adopted the Fair Pass Discount Program, which includes a discount on the PRESTO adult single fare and PRESTO adult monthly pass for low-income residents. The first phase of the Fair Pass Program began 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.

4.4.6 Training

Current TTC employees have completed training on the AODA Customer Service Standard and IASR and this is now required for all new employees as well. Additional training on accessibility is integrated into refresher training sessions that all frontline employees must attend every 3-to-5 years. ACAT members attend some of these sessions to ensure that employees are aware of the most common accessibility issues faced by TTC customers and to answer questions. Operator compliance with TTC customer service standards, including accessibility requirements, is also regularly assessed by “plain clothes” supervisors.

4.4.7 Customer Information Screens

Information screens have been installed at all stations to provide pertinent information to customers on the operating status of the subway lines, surface routes, elevators, and other important information needed before paying a fare.

4.4.8 Please Offer Me a Seat

The TTC’s new Please Offer Me a Seat Program provides assistance to customers living with a disability, who are pregnant, or who are elderly and may require a seat when travelling on TTC vehicles. Customers may request a “Please Offer Me a Seat” button or card from Customer Service Agents or from a Collector Booth in all TTC stations. All new Wheel-Trans customers now receive a button and card in their welcome package. Customers have the options of wearing the button or presenting the card when traveling on TTC vehicles. The buttons or the cards are intended to create awareness and do not guaranteed anyone a seat. Participation in the “Please Offer Me a Seat” program is completely voluntary. Thousands of buttons and cars have been distributed to-date and initial feedback from customers on balance is positive



4.4.9 Beacon Wayfinding Pilot Project

In collaboration with CNIB, TTC installed electronic wayfinding beacons at St Clair Station as a pilot project to assist customers with vision loss or low vision, in support of CNIB’s ShopTalk initiative in the Yonge Street and St Clair Avenue neighbourhood. These wayfinding beacons directly connect with the customer’s supported smartphone wayfinding software via Bluetooth, allowing independent navigation throughout this subway station.



4.4.10 ACAT

In 2016, the Terms of Reference for ACAT were updated to be in accordance with the Ontario Human Rights Code definition of “disability” and to increase the maximum number of advocates on ACAT. These changes were made in order to support changes to Wheel-Trans operations and eligibility as part of the Wheel-Trans 10-Year Strategy and to enable TTC to gain more comprehensive advice on accessibility matters affecting the conventional transit system.

5 ACCESSIBILITY IMPROVEMENTS PLANS: 2019-2023

TTC has identified several opportunities for transit accessibility improvements in the areas of stations and facilities, vehicles, Wheel-Trans services, and customer experience initiatives. Each subsection below describes goals and objectives in these areas, which TTC will seek to achieve over the next five years.

These goals and the 52 objectives below were identified through feedback and consultations, as well as the requirements of the AODA and other policies and plans, and complement the vision identified in the TTC’s *Corporate Plan*. A summary of the goals and objectives is also provided in Attachment 3.

5.1 Stations and Facilities

5.1.1 Elevators and Barrier-Free Paths

Goal	Objectives
<p>Create and upgrade barrier-free paths of travel in subway stations.</p>	<ul style="list-style-type: none"> • Complete accessibility retrofits at Royal York Station in 2019. • Begin construction at four additional stations in 2019. • Complete accessibility retrofits at 20 additional stations by 2023. • Begin construction at all remaining inaccessible stations by 2023. • Begin a study for Phase 4 of the Easier Access Program. • Begin to retrofit subway platforms to mitigate the “platform gap” issue at affected stations. • Begin to upgrade centre platform tactile wayfinding paths at subway stations. • Study additional seating requirements at strategic locations in subway stations.

The TTC Easier Access program provides elevators, wide fare gates, automatic sliding doors, upgraded signage, ramps, Wheel-Trans stops, and other improvements required to make transit stations accessible. As part of Phase III of the Program, TTC is planning to make 21 stations accessible over the next five years, and all* remaining stations accessible by 2025.

The design and construction schedule for Easier Access improvements is based on station priority rankings which were developed in consultation with ACAT, taking into account ridership, geographic location, connecting surface routes, density of seniors and people with disabilities in an area, Wheel-Trans registrant travel patterns, and other criteria.

Construction is currently underway at Royal York, Dupont, Chester, Yorkdale, Wellesley, Wilson, and Runnymede Stations. In 2019, construction is expected to be completed at Royal York Station and begin at four additional stations. The design phase to make stations accessible has now been initiated for all remaining stations and by 2023, construction is planned to begin at remaining stations. Table 1 below shows the current schedule to make stations accessible.

Table 1: TTC Easier Access Project – Station Completion Schedule

Stations	Complete by
Royal York	2019
Dupont	TBD**
Wellesley	2020
Yorkdale	2020
Wilson	2020
Runnymede	2020
Bay	2020
Chester	2020
Sherbourne	2021
Lansdowne	2021
Keele	2021
King	2022
College	2022
Donlands	2022

Stations	Complete by
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

*** Note: four Line 3 (Scarborough) Stations – Lawrence East, Ellesmere, Midland, and McCowan – will not be made accessible as these stations will be closed and replaced by the Line 2 East Extension and SmartTrack.**

** At Dupont Station, significant delays have occurred due to issues with the third party contractor and its surety. TTC is working closely with the contractor to determine a new timeline to complete Easier Access work at this station, however, the timeline remains to be determined at this time.

Looking forward, TTC is also initiating several studies to further improve accessibility in subway stations. During the term of this *Accessibility Plan*, TTC will initiate a study for Phase 4 of the Easier Access Program. It is expected that this study will evaluate feasibility and priorities for providing elevator redundancy, new accessible entrances, and/or other accessibility features at key stations.

TTC is currently studying what interventions will be required to resolve the platform gap issue at all stations. In the interim, work will take place at Eglinton and St Clair Stations in 2019. Once this study is complete, plans will be developed to address this matter system-wide, where needed.

TTC will be reviewing the seating provided in subway stations to determine if and where seating quantities should be increased, to better support Family of Services, and to determine if the Priority Seating concept should be expanded to waiting areas in subway stations.

TTC also plans to, over time, add tactile attention indicators at the top of stairs in the subway system, where these are not already provided, to improve safety and wayfinding for people with

vision loss and is planning to begin to upgrade centre platform tactile wayfinding paths to be consistent with modern ISO standards for easier use by people with vision loss.

5.1.2 New Station Entrances

Goal	Objectives
Create new accessible entrances at subway stations.	<ul style="list-style-type: none"> Work with property developers to create new accessible entrances to stations, where opportunities arise.

In addition to Easier Access upgrades, TTC also works with third party developers, who are building adjacent to TTC properties, to construct new subway entrances through entrance connection agreements. Wherever possible, TTC will continue to pursue opportunities to create new accessible entrances to subway stations through adjacent developments.

5.1.3 Line 2 East Extension – Scarborough Centre Station

Goal	Objectives
Ensure that the design of the new Scarborough Centre Station is accessible.	<ul style="list-style-type: none"> Station and bus terminal design will include barrier-free paths of travel, including accessible entrances. Station design will ensure accessible, seamless connections will be provided between different transit service providers. Bus terminal design will facilitate the use of the subway by seniors and people with disabilities. Station fare lines/gates will be accessible. Accessible safe/refuge zones will be provided at subway platform level.

Design of the TTC's new Scarborough Centre Station on the Line 2 East Extension is underway. Overall, the design will comply with TTC design standards, including signage/wayfinding and customer interface screen requirements, the City of Toronto Accessibility Design Guidelines, and AODA standards.

Elevators will be provided between all station levels and all entrances, and in most locations, elevators will be provided in pairs, recognizing the unique context of a relatively deep terminal station in a major shopping precinct. Escalators and elevators will also be equipped with real-time monitoring systems for improved reliability.



Inbound/outbound GO Transit and outbound Durham Region Transit vehicles will be co-located with TTC buses in the bus terminal. Wheel-Trans vehicles will share bus terminal loading/unloading bays with TTC buses.

ACAT is involved in the design review process and has already reviewed the 30% design for the new station. ACAT will continue to be involved in reviewing future stages of the design, and during the commissioning process prior to project completion to ensure that all accessibility features have been implemented as designed.

5.1.4 Elevator and Escalator Reliability

Goal	Objectives
Continue to improve the availability and reliability of escalators and elevators.	<ul style="list-style-type: none"> • Rebuild 4 elevators to improve reliability by 2023. • Modernize 7 escalators to improve reliability by 2023. • Implement escalator and elevator real-time monitoring system by 2023 to support Family of Services.

TTC will continue rebuilding its escalators and elevators to improve reliability for customers. By 2023, TTC plans to comprehensively overhaul four of its elevators at Kennedy, Bathurst and Scarborough Centre Stations, and seven escalators at Yorkdale, King, Spadina, and Broadview Stations will be modernized.

As the availability of elevators and escalators can make the difference between being able to use conventional transit or not, TTC is also implementing an escalator and elevator real-time monitoring system (RTMS). Currently, staff must report elevator and escalator outages to the TTC Transit Control Centre upon learning of them firsthand or from customer reports. This means that it could be several hours between the outage occurring and when Transit Control is notified. RTMS will allow Transit Control to be automatically notified immediately whenever an escalator or elevator goes out of service and for mechanics to be dispatched accordingly, improving response times and customer service. RTMS is anticipated to be made available in a phased approach between 2020 and 2023.

5.2 Vehicles

5.2.1 Low-Floor Streetcars

Goal	Objectives
All streetcars and streetcar stops accessible, where possible.	<ul style="list-style-type: none"> • Complete delivery of the order of 204 low-floor accessible streetcars in 2019. • Retire all high floor streetcars from regular service in 2019. • Complete the program to install new curb ramps or modified platforms, as required, at nearly all streetcar stops in 2020.

Over half of the TTC order of 204 new low-floor accessible streetcars has been delivered. These vehicles are a major step forward for the TTC towards making all of its conventional transit services accessible. The second module of each new streetcar is accessible, including a ramp at the wide double door, two mobility device 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. There is priority seating located inside at every door. By the end of 2019, the remainder of the order of low-floor streetcars is expected to be received and the TTC plans to retire all high floor streetcars from regular service.

In 2020, TTC will complete its current project to modify existing streetcar platforms and install new curb ramps at streetcar stops, when work to retrofit platforms on Roncesvalles Avenue is completed. A small number of streetcar stops will remain inaccessible at the present time as work to provide curb ramps or widened platforms will require significant structural roadway changes (e.g., stops on bridges).



5.2.2 Conventional Buses

Goal	Objectives
All buses and bus stops accessible.	<ul style="list-style-type: none"> • Continue to work with ACAT and bus manufacturers to refine bus designs to maximize accessibility. • Complete an accessibility audit of all bus and streetcar stops by the end of 2021. • Upgrade over 900 bus stops to improve accessibility by the end of 2023. • Complete the VISION system rollout in 2019.

TTC has committed to purchasing solely accessible low-floor buses for all future orders. All new bus models are reviewed by ACAT and recommendations for accessibility improvement incorporated into designs, where possible.

TTC will also continue efforts to increase the number of accessible bus stops. There are currently plans to upgrade over 900 bus stops to meet modern accessibility standards over the next five years. By the end of 2021, TTC will also audit bus and streetcar stops currently marked as accessible to ensure that their physical condition meets modern requirements, and to provide input into the next phase of the TTC's transit stop improvement program. For 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, or shelters – or the sidewalk may need to be widened. Where stops are not yet accessible, Operators must deploy the ramp for customers who need it at the available safe location. TTC will continue to look for ways to make even the most-challenging stops accessible.

TTC is currently installing the VISION communications system on surface vehicles. VISION will eventually allow for improved accessibility features on buses, such as delay, detour and emergency announcements in both text and audio formats, in addition to continuing the onboard visual and audible stop announcements and external route announcements.

5.2.3 Accessible Subway Trains

Goal	Objectives
An accessible subway fleet.	<ul style="list-style-type: none"> • Complete the deployment of pre-boarding announcements on the subway network in 2019. • Complete Line 3 train retrofits by the end of 2020 as an interim measure until the Line 2 East Extension opens.

Electronic pre-boarding route/destination announcements are now available on subway Lines 3 and 4; however, implementation on Line 1 and 2 trains has been delayed due to technical

challenges. Work is underway to provide these announcements on all subway trains and is expected to be completed in 2019.

Work is underway to retrofit Line 3 trains for improved accessibility, as an interim measure until the Line 2 East 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. 14 cars were completed by the end of 2018 and all 28 cars are expected to be completed by the end of 2020.

5.2.4 Innovative Transit Vehicle Services

Goal	Objectives
Innovate for the long term.	<ul style="list-style-type: none"> Expand the Community Bus Program, if the pilot project is successful. Pilot an on-demand automated shuttle in 2020. Mobility as a Service (MaaS) and Microtransit concepts will be accessible if these proceed at TTC.

In 2017, TTC revamped its community bus services with a new goal of diverting Wheel-Trans trips from door-to-door service, in support of Family of Services. Since then, TTC has been operating a pilot project to determine if this goal is achievable and if community bus service could be expanded across the City. TTC plans to expand the program if the pilot is successful.

In 2020, TTC in conjunction with the City of Toronto and Metrolinx will pilot an on-demand automated shuttle. The project will help TTC learn what is essential for accessibility when considering this new technology.

As TTC continues to explore Mobility as a Service (MaaS), which is a concept that is expected to provide more travel options for customers, and Microtransit, which is expected to provide on-demand first mile/last mile service in areas of the City with limited travel demand, TTC will ensure that accessibility is a key consideration and that accessible options are provided should these concepts move forward.

5.3 Wheel-Trans Services

5.3.1 Easier Trip Booking

Goal	Objective
Improve the options available for customers to book Wheel-Trans trips.	<ul style="list-style-type: none"> Improve technologies such as a mobile App that gives customers more trip booking options. Continue to improve the telephone trip booking experience.

Based on customer and ACAT feedback, Wheel-Trans developed a new online booking tool that allows customers to book Family of Services trips. This booking tool will continue to expand to allow for more multi-modal trip options. A new mobile phone app will also be introduced in 2019 in order to give customers more flexible options for booking a trip.

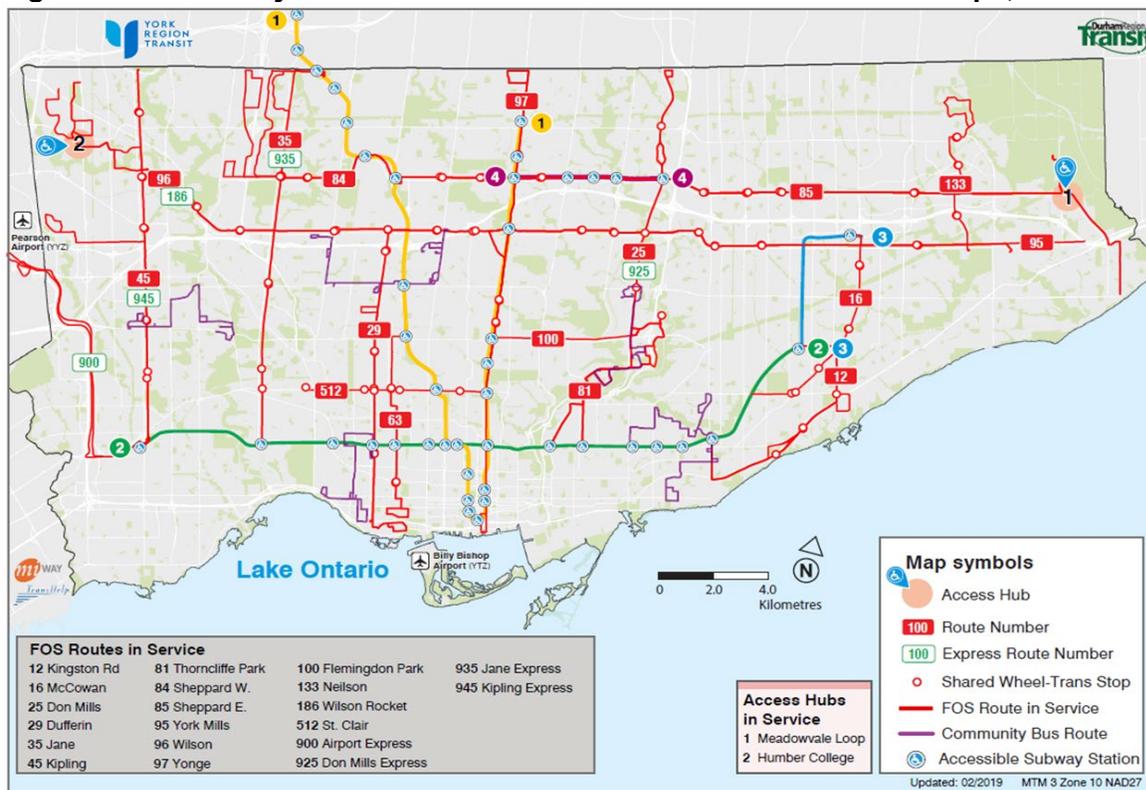
In order to reduce wait times for Wheel-Trans customers to book a trip, new features will continue to be added to the call centre telephone system, including a precise call-back feature.

5.3.2 Service Integration

Goal	Objectives
Expansion of Family of Services routes.	<ul style="list-style-type: none"> Expand multi-modal trip options by four bus routes per year. Incorporate streetcar routes by expanding by one per year.

As the conventional system becomes more accessible, it will become possible for many Wheel-Trans customers to transition some or all of their trips to the conventional transit system through the Family of Services program. Wheel-Trans currently has all accessible subway stations and five conventional bus routes incorporated into the Family of Services program. Four bus routes and one streetcar route will be added each year ensuring a wide network of options for customers.

Figure 4: TTC Family of Services Routes with Shared Wheel-Trans Stops, March 2019



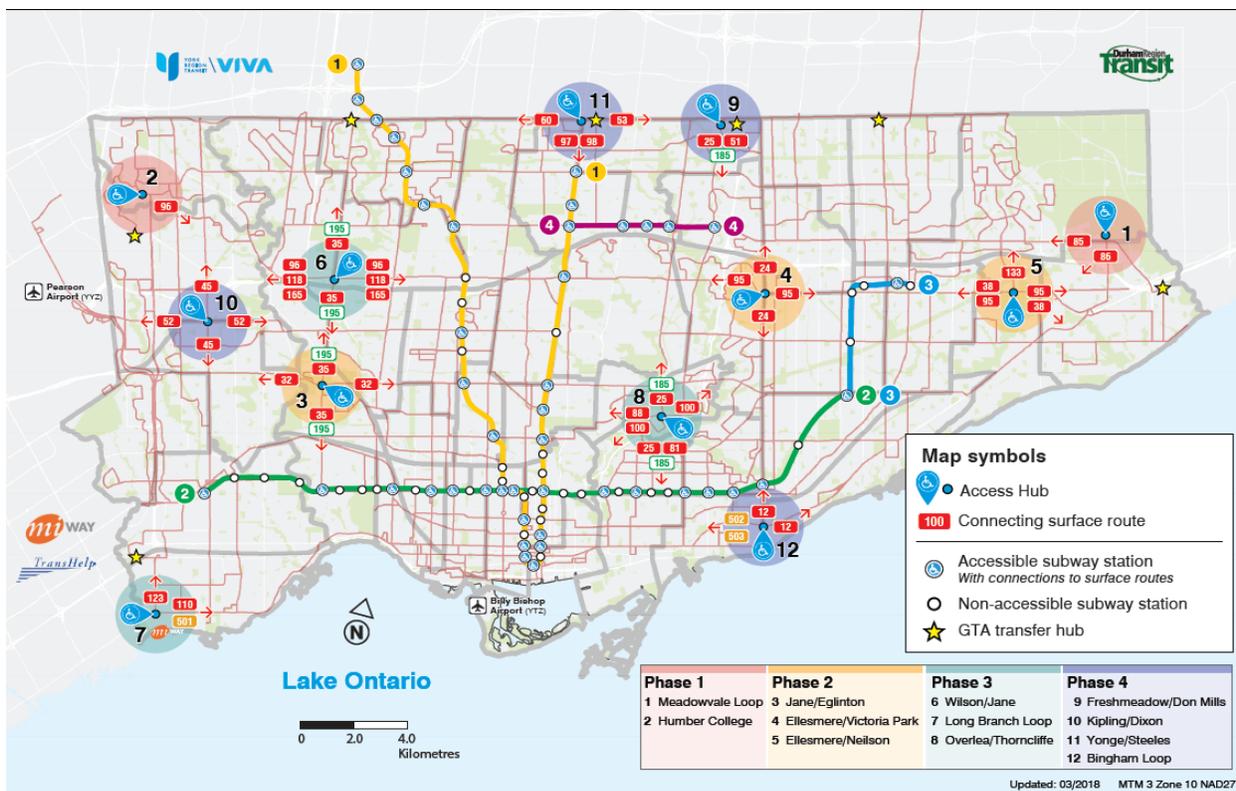
5.3.3 Access Hubs

Goal	Objectives
Expand the Access Hub program.	<ul style="list-style-type: none"> Implement Access Hubs in 10 new locations by the end of Q1 2020.

Access Hubs are shelters aimed at providing a comfortable waiting space for Wheel-Trans customers who are transferring to or from conventional transit as part of Family of Services. The first Access Hubs are now in service at Meadowvale Loop in Scarborough and the north campus of Humber College. Access Hubs boast multiple features including wave activated heaters and accessible doors, good lighting, and generous seating that can accommodate several customers using mobility devices.

The Access Hub program will be expanding with 16 more hubs scheduled for construction in 10 key locations across the city by the end of Q1 2020, as shown in Figure 5. This initiative is part of the Wheel-Trans 10-Year Strategy and is partially funded by the Public Transit Infrastructure Fund.

Figure 5: Existing and Proposed Access Hub Locations



5.4 Customer Experience Initiatives

5.4.1 Equity

Goal	Objectives
Embed equity initiatives into our transit system.	<ul style="list-style-type: none"> • Trial a new equity-focused consultation process for major transit service changes in 2019. • Trial new equity-based performance measures for transit service in 2019. • Launch the second and third phases of the Fair Pass Discount Program, as funding permits. • Continue to hold an annual Public Forum on Accessible Transit.

TTC is working to incorporate equity-focused consultation and equity-based performance measures into Service Standards for transit service changes, TTC will trial the new consultation process during the planning process for major service changes beginning in 2019, and if approved by the TTC Board, will trial the new performance measures as part of the annual service plan process starting in 2020.

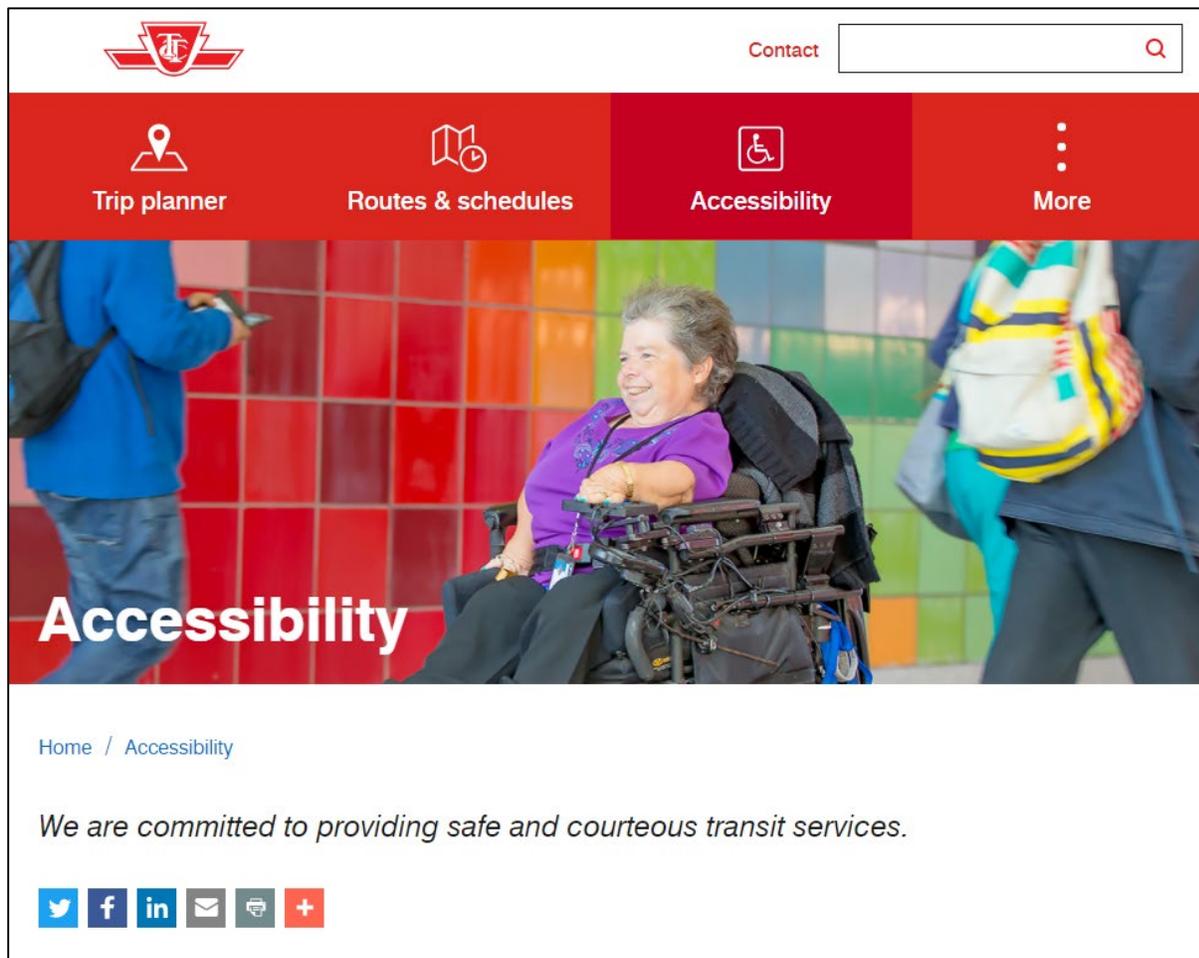
Building on the first phase of the Fair Pass Discount Program, phases two and three are scheduled to be implemented in 2019 and 2020, subject to City Council approval. Phase two will extend eligibility to residents receiving child-care fee subsidies with incomes below the eligibility threshold defined as 15% above the Low-Income Measure (LIM+15). Phase three will include all other Toronto residents living with a household income below LIM+15.

For over a decade, TTC has held an annual Public Forum on Accessible Transit. TTC commits to holding this event annually in the future to continue to gain valuable feedback from our customers.

5.4.2 Education and Communications

Goal	Objectives
Improved accessible communications and awareness.	<ul style="list-style-type: none"> • Launch the new accessible TTC website in 2019. • New/ongoing Priority Seating and customer courtesy campaigns.

In 2019, TTC will launch its new website. This website was developed in consultation with ACAT and meets IASR requirements and World Wide Web Consortium (W3C) Web Content Accessibility Guidelines (WCAG) 2.0 Level AA (AAA for colour). New features and content on the TTC website will continue to follow established and evolving web standards.



TTC will continue to create new and refresh existing communications campaigns targeted towards both customers and TTC employees. These campaigns will be focused on customer courtesy, multi-modal travel including Family of Services, as well as priority seating.

5.4.3 Signage and Wayfinding

Goal	Objectives
More accessible signage and wayfinding.	<ul style="list-style-type: none"> • Prototype new tactile signs at public washrooms in 2019. • Trial tactile signs at transit stops in 2019. • Continue to research effectiveness of beacon wayfinding system-wide.

TTC has heard from feedback from customers with vision loss who are requesting tactile signage in certain locations. Currently, TTC provides such signs primarily at elevators. In 2019, TTC plans to install tactile signage at entrances to subway station public washrooms to better help our customers with vision loss identify these amenities. TTC will also pursue a trial of tactile route and stop number signs at locations where there are different stopping locations for multiple routes along a short stretch of sidewalk, and consequently more than one transit stop pole. ACAT has recommended that TTC provide tactile signs at these locations to help people

with vision loss wait at the correct stop. After, TTC will evaluate whether it would be beneficial to expand tactile signs beyond these purposes.

TTC will also continue to evaluate the effectiveness of Bluetooth-enabled wayfinding beacons to determine feasibility of expanding this concept across the system. Currently, St Clair Station is equipped with these devices, which can assist customers with vision loss with navigation throughout the station.

5.4.4 Easier to Access Customer Service

Goal	Objective
More accessible customer service	<ul style="list-style-type: none"> • Launch a new Streetcar Operator refresher training course, with the assistance of ACAT members in 2019. • Relocate the TTC's photo ID facility to an accessible location by 2020. • Make the TTC's Lost Articles facility accessible by 2021.

TTC's Photo ID facility is currently located at Sherbourne Station, which is not accessible. By the end of 2020, TTC plans to relocate this facility to the concourse level of accessible Bathurst Station. Similarly, TTC's Lost Articles office is located at Bay Station, which is not currently accessible. Accessibility upgrades to Bay Station, and the Lost Articles office within, are expected to be completed by 2021.

Following up on the success of including Q&A sessions with volunteer ACAT members in Bus Operator training classes, TTC is planning to introduce a new streetcar Operator refresher training module in 2019, which will feature similar assistance by ACAT members.

5.4.5 PRESTO Fare Card System

Goal	Objectives
Complete PRESTO Implementation and Transition.	<ul style="list-style-type: none"> • Rollout PRESTO payment for Wheel Trans contracted sedans in 2019. • Provide PRESTO solution for Support Persons. • Ensure PRESTO satisfies accessibility standards.

Solutions for PRESTO payment on Wheel-Trans contracted sedan taxis and Support Persons are in development and are expected by the end of 2019. TTC will ensure that all PRESTO solutions deployed on the transit system meet accessibility standards.

5.5 New Accessibility Improvement Initiatives

5.5.1 Develop New Accessibility Projects (Not Yet Funded)

Goal	Objective
Make taking public transit seamless.	<ul style="list-style-type: none"> • Real time subway train visual emergency/delay announcements. • System-wide signage and wayfinding upgrades. • Install curb ramps for Wheel-Trans at subway station bus terminals.

In support of TTC's *Corporate Plan*, the current *Accessibility Plan* proposes development of several new accessibility improvement projects in order to make taking public transit seamless, including:

- upgrading subway trains with the capability to provide real time delay and emergency announcements in visual formats;
- upgrading subway station signage system wide to modern standards (where this has not already taken place) to support the Family of Services initiative, and provide easier wayfinding for customers overall; and
- constructing new curb ramps for Wheel-Trans at subway station bus terminals to support Family of Services.

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

5.5.2 Future Innovation

TTC will continue to innovate and develop new accessibility improvement initiatives beyond those included in TTC's current *Multi-Year Accessibility Plan*. Information on these initiatives will be provided annually in future *Accessibility Plan Status Reports* and/or in other reports to the Board.

5.6 Ongoing Accessibility Standards Compliance

TTC is committed to meeting the requirements of Provincial accessibility legislation, including the IASR. Specific details on the TTC's commitment and progress in implementing the IASR are included in Attachment 4.

6 ANNUAL REVIEW

Staff will report back to the TTC Board on an annual basis on TTC's progress in implementing the goals and objectives of the *2019-2023 TTC Multi-Year Accessibility Plan*, and on new accessibility initiatives not funded in this Plan. Budget matters or any recommendations resulting in significant changes to TTC services or facilities will be reported on separately.

Attachment 3: Summary of 2019-2023 Accessibility Plan Goals and Objectives

The 2019-2023 TTC Accessibility Plan contains the following 52 objectives for improving the accessibility of TTC services and facilities

Stations and Facilities:

#	Goal	Objective	Year
1	Create and upgrade barrier-free paths of travel in subway stations	Complete Easier Access accessibility retrofit work at Royal York Station	2019
2		Begin Easier Access construction at 4 additional stations in 2019	2019
3		Complete Easier Access construction at 20 additional stations by the end of 2023	2023
4		Begin Easier Access construction at all remaining inaccessible stations	2023
5		Begin a study for Phase 4 of the Easier Access Program	2023
6		Begin to retrofit subway platforms to mitigate the “platform gap” issue at affected stations	2020
7		Begin to upgrade centre platform tactile wayfinding paths at subway stations	2023
8		Study additional seating requirements at strategic locations in subway stations	2019

Attachment 3: Summary of 2019-2023 Accessibility Plan Goals and Objectives

#	Goal	Objective	Year
9	Continue to create new accessible entrances at subway stations	Work with property developers to create new accessible entrances to stations, where opportunities arise	N/A - ongoing
10	Ensure that the design of the new Scarborough Centre Station is accessible	Station and bus terminal design will include barrier-free paths of travel, including accessible entrances	2019
11		Station design will ensure accessible, seamless connections will be provided between different transit service providers	2019
12		Bus terminal design will facilitate the use of the subway by seniors and people with disabilities	2019
13		Station fare lines/gates will be accessible	2019
14		Accessible safe/refuge zones will be provided at subway platform level	2019
15	Continue to improve the availability and reliability of escalators and elevators	Rebuild four elevators to improve reliability	2023
16		Modernize seven escalators to improve reliability	2023
17		Implement escalator and elevator real-time monitoring system to support Family of Services	2023

Attachment 3: Summary of 2019-2023 Accessibility Plan Goals and Objectives

Vehicles

#	Goal	Objective	Year
18	All streetcars and streetcar stops accessible, where possible	Complete delivery of the order of 204 low-floor accessible streetcars	2019
19		Complete the program to install new curb ramps or modified platforms at nearly all streetcar stops	2020
20		Retire all high floor streetcars from regular service	2019
21	All buses and bus stops accessible.	Continue to work with ACAT and bus manufacturers to refine bus designs to maximize accessibility	N/A – ongoing
22		Complete an accessibility audit of transit stops	2021
23		Upgrade over 900 bus stops to improve accessibility	2023
24		Complete the VISION system rollout on buses	2019
25	An accessible subway fleet	Complete the deployment of pre-boarding announcements on the subway network	2019
26		Complete Line 3 train retrofits as an interim measure until the Line 2 East Extension opens	2020
27	Innovate for the long term	Expand the Community Bus Program, if the pilot project is successful	2019
28		Pilot an on-demand automated shuttle	2020
29		Mobility as a Service (MaaS) and Microtransit concepts will be accessible if these proceed at TTC	2023

Attachment 3: Summary of 2019-2023 Accessibility Plan Goals and Objectives

Wheel-Trans Services

#	Goal	Objective	Year
30	Improve the options available for customers to book Wheel-Trans trips.	Improve technologies such as a mobile app that gives customers more trip booking options	2019
31		Continue to improve the telephone trip booking experience	2023
32	Expansion of Family of Services routes.	Expand multi-modal trip options by four bus routes per year	2023
33		Incorporate streetcar routes by expanding by one per year	2023
34	Expand the Access Hub program.	Implement Access Hubs in 10 new locations	2020

Customer Experience Initiatives

#	Goal	Objective	Year
35	Embed equity initiatives into our transit system.	Trial a new equity-focused consultation process for major transit service changes	2020
36		Trial new equity-based performance measures for transit service	2020
37	Embed equity initiatives into our transit system.	Launch the second and third phases of the Fair Pass Discount Program, as funding permits	2020
38		Continue to hold an annual Public Forum on Accessible Transit	N/A - ongoing

Attachment 3: Summary of 2019-2023 Accessibility Plan Goals and Objectives

#	Goal	Objective	Year
39	Improved accessible communications and awareness	Launch the new accessible TTC website.	2019
40		New/ongoing Priority Seating and customer courtesy campaigns	N/A – ongoing
41	More accessible signage and wayfinding	Prototype new tactile signs at public washrooms	2019
42		Trial tactile signs at transit stops	2019
43		Continue to research effectiveness of beacon wayfinding system-wide	2020
44	More accessible customer service	Launch a new Streetcar Operator refresher training course, with the assistance of ACAT members	2019
45		Relocate TTCs photo ID facility to an accessible location	2020
46		Make TTC's Lost Articles facility accessible	2021
47	Complete PRESTO implementation and transition	Rollout PRESTO payment for Wheel Trans contracted sedans	2019
48		Provide PRESTO solution for Support Persons.	2019
49		Ensure PRESTO satisfies accessibility standards	N/A – ongoing
50	Make taking public transit seamless	Add real-time visual emergency/delay announcements on subway trains	TBD – new funding required

Attachment 3: Summary of 2019-2023 Accessibility Plan Goals and Objectives

#	Goal	Objective	Year
51	Make taking public transit seamless	System-wide signage and wayfinding upgrades	TBD – new funding required
52		Install curb ramps for Wheel-Trans at subway station bus terminals	TBD – new funding required

Attachment 4 - AODA Integrated Accessibility Standards Regulation - TTC Compliance Status

IASR Section Requirement	Steps to Compliance	Compliance Status	Implementation Notes
3 - Establishment of accessibility policies	<ul style="list-style-type: none"> • Develop, implement and maintain policies regarding meeting IASR requirements • Include a statement of organizational commitment to meet the needs of people with disabilities • Written documents available to the public, and provided in accessible formats on request 	Compliant	<p>Policies are developed as required to comply with IASR i.e. emergency preparedness policies.</p> <p>Statement of organizational commitment is included in this Accessibility Plan.</p> <p>The above documents are available and provided in accessible formats on request.</p>
4 - Accessibility plans	<ul style="list-style-type: none"> • Establish a multi-year accessibility plan, post it online, and review and update it at least every five years. 	Compliant	Multi-year plan published annually from 2003 to 2014. This 2019-2023 five year plan satisfies the requirement.
5 - Procuring or acquiring goods, services or facilities	<ul style="list-style-type: none"> • Ensure that accessibility criteria and features are incorporated into procurement documents and given consideration during the acquisition of goods • Create IASR accessibility policies, as needed 	Compliant	Accessibility criteria are included in the procurement process where appropriate.
6 - Self-service kiosks	<ul style="list-style-type: none"> • On a go-forward basis, self-service ticket and pass vending kiosks must include accessibility features. 	Compliant	All future TTC and PRESTO devices will include accessibility features, developed in consultation with ACAT.
7 - Training	<ul style="list-style-type: none"> • All employees, volunteers and those providing service on an organization's behalf must be trained on aspects of the IASR and the OHRC appropriate to their duties, and records of training maintained 	Compliant	AODA e-learning module is available to all employees.
11 - Feedback	<ul style="list-style-type: none"> • Processes for receiving and responding to feedback are available to persons with disabilities in accessible formats, upon request 	Compliant	Customer Service can communicate with customers in person, by email, phone, TTY, twitter or postal mail.
12 - Accessible formats and communication supports	<ul style="list-style-type: none"> • Make available all information in accessible formats, upon request, at no additional charge. 	Compliant	Accessible formats are available, as required, as described in the TTC's Accessible Customer Service Policy Statement. No additional fees are charged for accessible formats.
13 - Emergency procedure, plans or public safety information	<ul style="list-style-type: none"> • In addition to s.12 requirements, all emergency procedures and public safety information that is available to the public is made available in accessible formats or with appropriate communications supports upon request 	Compliant	Accessible formats are available, as required, as described in the TTC's Accessible Customer Service Policy Statement.

Attachment 4 - AODA Integrated Accessibility Standards Regulation - TTC Compliance Status

IASR Section Requirement	Steps to Compliance	Compliance Status	Implementation Notes
14 a) - Accessible websites and web content	<ul style="list-style-type: none"> • Ensure all new websites and content are compliant with WCAG 2.0 level A 	Compliant	TTC website is currently WCAG 2.0 Level AA compliant. Legacy documents and pages developed previously or by 3rd parties may not be.
14 b) - Accessible websites and web content	<ul style="list-style-type: none"> • By January 1, 2020, ensure all websites and content are compliant with WCAG 2.0 level AA 	Compliant	The TTC website is compliant with the World Wide Web Consortium (W3C) Web Content Accessibility Guidelines 2.0 Level AA.
22 - Recruitment, general	<ul style="list-style-type: none"> • Notify the public of the availability of accommodation for applicants with disabilities during recruitments 	Compliant	This information is provided in the TTC's online job application system.
23 - Recruitment, assessment or selection process	<ul style="list-style-type: none"> • Notify applicants if selected for an assessment that accommodations are available upon request • If requested, provide or arrange for the provision of a suitable accommodation in a manner that takes into account the applicant's accessibility needs due to disability, in consultation with the applicant 	Compliant	In addition to the statement on our website, TTC departments have been instructed regarding the AODA recruitment process requirements.
24 - Notice to successful applicants	<ul style="list-style-type: none"> • When making offers of employment, notify the successful applicant of policies for accommodating employees with disabilities 	Compliant	A copy of the Accommodation in the Workplace Policy will be provided to candidates when an offer of employment is made
25 - Informing employees of supports	<ul style="list-style-type: none"> • Inform all employees of current policies supporting employees with disabilities, and each time there is a change to policies • Inform new employees as soon as practicable after they begin employment 	Compliant	Employees will be informed each time a change is made. New employees will receive a copy of the policy with their offer letters. This policy is also discussed at the new employee orientation session.
26 - Accessible formats and communication supports for employees	<ul style="list-style-type: none"> • Ensure that any information an employee requires to do their job and information that is generally available to all employees is provided to employees with a disability in an accessible format, upon request 	Compliant	Available as required.

Attachment 4 - AODA Integrated Accessibility Standards Regulation - TTC Compliance Status

IASR Section Requirement	Steps to Compliance	Compliance Status	Implementation Notes
27 - Workplace emergency response information	<ul style="list-style-type: none"> • Individualized workplace emergency response information required by an employee with a disability is available in the format required • Employer is aware of accommodation requirements for all employees with disabilities in the event of an emergency situation • Employer reviews individualized workplace emergency response information when the employee moves to a different work location, when the employee's overall accommodation needs or plans are reviewed, and when the employer reviews its general emergency response policies. 	Compliant	<p>TTC has Fire Wardens for all office locations that receive training on an annual basis. The Fire Wardens are currently responsible for collecting and maintaining this information.</p> <p>Emergency response information is collected for new hires, those returning to work, and when employees change work locations.</p>
28 - Documented individual accommodation plans	<ul style="list-style-type: none"> • Ensure that individual accommodation plans are documented, and include the elements as listed in the Regulation 	Compliant	<p>TTC currently has individualized return to work plans, including any accommodation plans, currently in a standard document called a Fitness for Work Report (FFWR), that include the elements as outlined in the Regulation.</p>
29 - Return to work process	<ul style="list-style-type: none"> • Ensure that a return to work process in place for employees returning to work requiring disability-related accommodations 	Compliant	<p>Similar to item #28. Return to work processes are in place and documented.</p>
30 - Performance management	<ul style="list-style-type: none"> • Ensure accessibility needs of the employee are taken into account when using a performance management process 	Compliant	<p>TTC has a performance management process and an accompanying policy of equal opportunity that includes a commitment to accommodate.</p>
31 - Career development and advancement	<ul style="list-style-type: none"> • Ensure employers take accessibility needs into account when providing career development and advancement opportunities 	Compliant	<p>Current practice.</p>
32 - Redeployment	<ul style="list-style-type: none"> • Ensure that any redeployment activity will take into account any accessibility needs of employees with disabilities 	Compliant	<p>Internal procedural manual reflects this requirement.</p>
34 - Availability of information on accessibility equipment	<ul style="list-style-type: none"> • Information regarding accessibility equipment and features of vehicles, routes and services is available to the public, and also available in accessible formats on request 	Compliant	<p>This information is available on the TTC website, and is also available in other accessible formats, as required, as described in the TTC's Accessible Customer Service Policy Statement.</p>

Attachment 4 - AODA Integrated Accessibility Standards Regulation - TTC Compliance Status

IASR Section Requirement	Steps to Compliance	Compliance Status	Implementation Notes
35 - Non-functioning accessibility equipment	<ul style="list-style-type: none"> • Take reasonable steps to accommodate persons with disabilities when accessibility equipment on a vehicle is not functioning and/or equivalent service cannot be provided • Repair all non-functioning accessibility equipment as soon as possible 	Compliant	<p>Bus Operators test ramps as part of the pre-trip inspection prior to leaving the garage. Failures result in the bus staying out of service for repair. Operator Notices have been issued covering the ramp failure protocol, ramp recycling requirements and general expectations. In 2015, new "lift assist" hooks were deployed to all buses to assist with ramp deployment in situations where frost or debris are interfering with automatic ramp deployment.</p>
36 - Accessibility training	<ul style="list-style-type: none"> • Provide specific training to operations employees regarding safe use of accessibility equipment, procedures for where temporary barriers exist, and emergency response procedures • Maintain training record for all employees 	Compliant	<p>Specific training to operations employees is provided regarding safe use of accessibility equipment, procedures for where temporary barriers exist, and emergency response procedures via several training and recertification programs:</p> <p>Topics covered include:</p> <ul style="list-style-type: none"> • The need for accessible transit • AODA • The TTC's commitment to Accessibility • About customers with disabilities • Serving customers with varying types of disabilities. <p>The training department files contain documentation for each attendee of the above courses, and the status of the training is recorded on the TTC's learning management system.</p>
37 - Emergency preparedness and response policies	<ul style="list-style-type: none"> • Emergency preparedness and response policies provide for the safety of customers with disabilities • Policies are available to the public in accessible formats • Review and modify existing procedures as needed 	Compliant	<p>Emergency preparedness policies provide for the safety of customers with disabilities and are available on the TTC website. These policies and are available in accessible formats on request through Customer Service.</p>
38 - Fares, support persons	<ul style="list-style-type: none"> • Eliminate the fare for a support person who is accompanying a passenger with disabilities on conventional or specialized services • Develop support person criteria 	Compliant	<p>Support person criteria developed and fares for support persons eliminated.</p>

Attachment 4 - AODA Integrated Accessibility Standards Regulation - TTC Compliance Status

IASR Section Requirement	Steps to Compliance	Compliance Status	Implementation Notes
39 - Transition existing contracts	<ul style="list-style-type: none"> • Existing contracts for rail vehicle and bus purchases, signed prior to July 1, 2011 are exempt from meeting the technical requirements outlined in the standard • TTC has existing contracts for rail vehicles and bus purchases that were signed before July 1, 2011 	Compliant	Although exempted, given that contracts were signed prior to 2011, efforts are made to comply on Toronto Rocket subway cars and low-floor streetcars
40 - Transition existing vehicles	<ul style="list-style-type: none"> • Any vehicles that are retrofitted must include modifications to meet the technical requirements of the Standard, except those that would impact the structural integrity of the vehicle 	Compliant	The TTC does not plan to retrofit any vehicles that do not currently meet the technical requirements outlined in the IASR.
41 - Accessibility plans, conventional transportation services	<ul style="list-style-type: none"> • A process for managing, evaluating and acting on customer feedback is in place and the TTC holds an annual public meeting on accessibility issues. 	Compliant	TTC acts on customer feedback provided through the annual Public Forum on Accessible Transit, by ACAT, and through Customer Service Complaints, addressing individual complaints where possible, and incorporating longer-term initiatives into the multi-year accessibility plan.
42 - Accessibility plans, specialised transportation services	<ul style="list-style-type: none"> • Identify the process for estimating the demand for specialised services in the accessibility plan. • Develop steps to reduce wait times for specialized transportation services. 	Compliant	Over the term of this Plan, Wheel-Trans will continue to take steps to reduce wait times for transit services by continuing to upgrade the scheduling and dispatching software in order to provide the customer with a more precise trip time based on various conditions such as road closures, weather and traffic conditions.
43 - Accessibility plans, conventional and specialized transportation services	<ul style="list-style-type: none"> • Procedures with respect to accessibility equipment failures on vehicles detailed in the accessibility plan. • Incorporate existing procedures into plan 	Compliant	These procedures have been incorporated into the TTC accessibility plan since 2013. Detailed information is provided at the end of Attachment 3.
44 - General responsibilities	<ul style="list-style-type: none"> • Operators deploy ramps and lifts upon request • Operators ensure that customers with disabilities have adequate time to board and be secured with assistance provided upon request 	Compliant	Bus and Streetcar Operators deploy ramps on request and provide adequate boarding time. Customers are secured on request on buses. Training is embedded within initial hire, recertification and requalification training programs.
45 - Alternative accessible method of transportation	<ul style="list-style-type: none"> • Section applies only to conventional service providers who do not also provide specialized service 	N/A	N/A - not applicable as TTC provides both types of services.

Attachment 4 - AODA Integrated Accessibility Standards Regulation - TTC Compliance Status

IASR Section Requirement	Steps to Compliance	Compliance Status	Implementation Notes
46 - Fares	<ul style="list-style-type: none"> Transit providers cannot charge customers with a disability a higher fare than customers without a disability 	Compliant	TTC does not charge a higher fare for customers with disabilities
47 - Transit stops	<ul style="list-style-type: none"> Drop off customers with disabilities at the closest available safe location should their desired stop be inaccessible Operators promptly report any temporarily inaccessible stop or temporary barrier to the appropriate authority 	Compliant	Bus Operators are trained to drop off customers at the closest available safest location should their desired stop be inaccessible. Streetcars cannot stop between stops due to curb ramp and/or platform requirements. Training is embedded within each module of the initial hire, recertification and requalification training programs.
48 - Storage of mobility aids and mobility assistive devices	<ul style="list-style-type: none"> TTC does not provide storage locations for mobility aids and devices 	N/A	N/A as the TTC does not provide storage locations for mobility aids and devices and does not have vehicles with separate baggage compartments outside the passenger compartment.
49 - Courtesy seating	<ul style="list-style-type: none"> Every public transit vehicle has designated seating for people with disabilities only, which is clearly marked as such, as close as practicable to the front door Develop a communications strategy designed to inform the public about the purpose of courtesy seating 	Compliant	<p>All TTC vehicles have Priority Seating marked by decals inside the vehicle. As a further improvement, TTC has retrofitted all Priority Seats with blue seat fabric.</p> <p>TTC has an ongoing communications campaign to communicate the purpose of its Priority Seating areas through public address announcements, posters in subway stations and onboard vehicles, on the TTC website, and via other means.</p>
50 - Service disruptions	<ul style="list-style-type: none"> During a service disruption that is known in advance, make alternative arrangements that are accessible, or alternate accessible arrangements that are made for customers with disabilities Information on alternate arrangements is communicated in a manner that takes into account the person's disability 	Compliant	<p>During a planned subway disruption, a Wheel Trans bus is allocated to the end terminals of the shuttle service. If both Wheel Trans vehicles are in use, a shuttle bus will be diverted to transport customers with disabilities to the next available accessible station.</p> <p>During a routine planned bus disruption, a Wheel Trans bus is not allocated to the end points of the bus shuttle. If the bus shuttle is large in scale, situational assessments are conducted and special arrangements made, if required.</p>
51 a) - Pre-boarding announcements	<ul style="list-style-type: none"> Pre-boarding verbal announcements of the route, direction, destination or next major stop are made, on request 	Compliant	Bus and Streetcar Operators provide information on request to customers prior to boarding.

Attachment 4 - AODA Integrated Accessibility Standards Regulation - TTC Compliance Status

IASR Section Requirement	Steps to Compliance	Compliance Status	Implementation Notes
51 b) - Pre-boarding announcements	<ul style="list-style-type: none"> Pre-boarding automated announcements of the route, direction, destination or next major stop must be made. 	In progress	As of January 1, 2017, electronic pre-boarding route/destination announcements are available on all TTC buses and streetcars. Implementation of electronic pre-boarding route/destination announcements is available on subway Lines 3 and 4; however, implementation on Line 1 and 2 trains has been delayed due to technical challenges. Work is underway to provide these announcements on all subway trains as soon as possible in 2019; therefore, TTC is working towards full compliance with this requirement.
52 a) - On-board announcements	<ul style="list-style-type: none"> On-board verbal announcements of destination points or available route stops are made while the vehicle is being operated 	Compliant	TTC Stop Call System fully implemented. Monthly audits are conducted to ensure compliance. Operators are trained to announce next major stops if computerized system fails.
52 b) - On-board announcements	<ul style="list-style-type: none"> On-board automated announcements of destination points or available route stops must be made while the vehicle is being operated, audibly and visually 	Compliant	Automated audible and visual on-board announcements are made in all buses, streetcars, and new Toronto Rocket subway cars. Audible announcements are made in all remaining subway cars; however, all stops are clearly marked on station walls and in-car maps.
53 - Grab bars, handholds, handrails, stanchions	<ul style="list-style-type: none"> Provide for grab bars and stanchions throughout the vehicle to assist persons with disabilities 	Compliant	All TTC vehicles include grab bars and stanchions.
54 - Floors and carpeted surfaces	<ul style="list-style-type: none"> Provide flooring on-board public transportation vehicles that is slip resistant and produces minimal glare. If carpeted, be of low pile and securely fastened 	Compliant	All TTC vehicles include slip-resistant flooring that minimizes glare.
55 - Allocated mobility aid spaces	<ul style="list-style-type: none"> Provide two allocated mobility aid spaces on board public transit vehicles as specified, both of which must meet the space requirements set out in the Regulation Spaces equipped, as appropriate, with securement devices 	Compliant	Two mobility device spaces are provided on all new TTC vehicles. Securement devices are provided on buses. TTC does not believe that these devices are "appropriate" for rail vehicles and ACAT is in agreement.

Attachment 4 - AODA Integrated Accessibility Standards Regulation - TTC Compliance Status

IASR Section Requirement	Steps to Compliance	Compliance Status	Implementation Notes
56 - Stop-requests and emergency response controls	<ul style="list-style-type: none"> • Ensure accessible stop request controls are located throughout buses and streetcars • Ensure accessible emergency response controls are located throughout subway cars 	Compliant	<p>All new buses and streetcars have accessible push button stop controls throughout the vehicles.</p> <p>All Toronto Rocket subway cars have lowered accessible emergency response controls at the mobility device seating locations.</p>
57 - Lighting features	<ul style="list-style-type: none"> • Provide adequate lighting at all customer access doors on public transit vehicles 	Compliant	Lighting is provided at all customer access doors on new TTC vehicles.
58 - Signage	<ul style="list-style-type: none"> • Provide vehicle signage that is consistently located, glare free, high contrast and visible at the customer boarding point. 	Compliant	Signage on new TTC vehicles complies with the requirements of the standard.
59 - Lifting devices, ramps	<ul style="list-style-type: none"> • Equip lifting devices and ramps on public transit vehicles with the appropriate safety features 	Compliant	Ramps on all applicable TTC vehicles comply with the requirements of the standard.
60 - Steps	<ul style="list-style-type: none"> • Ensure that any steps on board public transit vehicles are uniform and are outfitted with the appropriate safety features 	Compliant	Buses have steps in the rear that are identified using a high vis yellow inlay on the leading edge
61 - Indicators and alarms	<ul style="list-style-type: none"> • Ensure that ramps and/or lifting devices on public transit vehicles are equipped with appropriate safety features 	Compliant	Indicators and warning alarms on all applicable TTC vehicles comply with the requirements of the standard.

Attachment 4 - AODA Integrated Accessibility Standards Regulation - TTC Compliance Status

IASR Section Requirement	Steps to Compliance	Compliance Status	Implementation Notes
63 - Categories of eligibility for specialised services	<ul style="list-style-type: none"> • Establish three categories of eligibility: unconditional, temporary and conditional, as per the Regulation • Specialized service requests may be denied if the person has the ability to use conventional accessible transit service 	Compliant	As of January 1, 2017, Wheel-Trans introduced a new application process that implemented three new eligibility categories: temporary, conditional, and unconditional. In order to ensure that abilities are correctly categorized, customers complete an application form that allows Wheel-Trans to have a better understanding of the customer's abilities. Another tool introduced to assist in this process was conducting a functional assessment by an independent qualified third party for those applications were not clearly determined through the application process. The category of eligibility is based on the information provided in the application and the results of a functional assessment, when completed. In 2019, Wheel-Trans will introduce a program for the reclassification all customers who were registered prior to January 1, 2017.
64 - Specialised service eligibility application process	<ul style="list-style-type: none"> • Determine eligibility within 14 days or provide temporary eligibility • Establish an independent appeal process 	Compliant	Our process allows us to determine eligibility within 14 days or provide temporary eligibility. An independent appeal process is in place.
65 - Specialised service on emergency or compassionate grounds	<ul style="list-style-type: none"> • Provide service earlier than 14 days when services are required on emergency or compassionate grounds 	Compliant	Our process allows us to provide service earlier than 14 days when services are required on emergency or compassionate grounds.
66 - Fare parity	<ul style="list-style-type: none"> • Ensure that there is fare parity between conventional and specialized transportation services • Same fare payment options are available for all services, with alternate options available for people who cannot use a fare payment option because of their disability 	Compliant	TTC has fare parity between conventional and Wheel-Trans services. Bus and streetcar operators are permitted to assist customers with disabilities with depositing fares in the farebox. New PRESTO vending devices are equipped with accessibility features.
67 - Visitors on specialised services	<ul style="list-style-type: none"> • Make specialised services available to visitors who are eligible for specialised services where they reside, or who meet WT eligibility requirements 	Compliant	Specialized services are available for visitors, on request.
68 - Origin to destination of specialised service	<ul style="list-style-type: none"> • Provide origin to destination services, which may include services on conventional transit 	Compliant	TTC's Wheel-Trans division provides origin to destination services to eligible customers.

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IASR Section Requirement	Steps to Compliance	Compliance Status	Implementation Notes
69 - Coordinated specialised services between municipalities	<ul style="list-style-type: none"> Facilitate connections between specialised services in adjacent municipalities 	Compliant	Cross boundary committee meets five times per year and sets clear goals and objectives for providing a seamless cross-boundary experience. TTC and other GTHA specialized transit providers have agreed to eliminate the requirement for a formal application process when eligible riders using mobility aids wish to use the specialized service of another GTHA jurisdiction.
70 - Hours of specialised services	<ul style="list-style-type: none"> Specialised service will, at a minimum, have the same hours of service as conventional services 	Compliant	Wheel-Trans service is available 24/7/365.
71 - Specialised services booking arrangements	<ul style="list-style-type: none"> Provide same-day bookings if possible, otherwise accept booking requests up to 3 hours before the end of service of the previous day The reservation process must be accessible 	Compliant	Reservation requests will be accepted up to the close of reservation lines for next day service. Same day service is provided to accessible Family of Services routes with 4 hours' notice.
72 - Specialised services - trip restrictions	<ul style="list-style-type: none"> No limits on the number of trips an eligible person is able to request Policies regarding consistent no-shows or cancellations must be reasonable 	Compliant	There are no limits on the number of trips an eligible person is able to request. Our policies regarding consistent no-shows and cancellations are reasonable.
73 - Specialised services - service delays	<ul style="list-style-type: none"> Provide information on the duration of service delays (30 minutes or greater after the scheduled pickup time) 	Compliant	An IT solution for automatic call-outs is being developed in the new scheduling and dispatching software. Wheel-Trans continues to use a manual process until this feature is finalized.
74 - Companions and children on specialised service	<ul style="list-style-type: none"> Allow companions to travel with persons with disabilities if space is available Allow dependents to travel with a person with a disability who is the parent/guardian of the dependant if appropriate child restraint securement systems and equipment are, if required, available 	Compliant	One Support Person or companion or all dependent children may travel with people with disabilities from Monday to Friday. As many companions as space is available for may travel with people with disabilities on weekends.

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IASR Section Requirement	Steps to Compliance	Compliance Status	Implementation Notes
80.21 - 80.31 - Exterior Paths of Travel	<ul style="list-style-type: none"> Incorporate accessibility requirements into new or redeveloped exterior paths of travel, including ramps, stairs, curb ramps, depressed curbs, accessible pedestrian signals, and rest areas 	Compliant	Changes have been made to TTC design standards to comply with these requirements.
80.32 - 80.38 - Accessible Parking	<ul style="list-style-type: none"> Incorporate accessible parking requirements into new or redeveloped off-street parking facilities. 	Compliant	Changes have been made to TTC design standards to comply with these requirements.
80.40 - 80.43 - Obtaining Services	<ul style="list-style-type: none"> All newly constructed service counters and fixed queuing guides must incorporate accessibility requirements All newly constructed or redeveloped waiting areas must incorporate accessibility requirements 	Compliant	All newly constructed service counters and fixed queuing guides will comply.
80.44 - Maintenance	<ul style="list-style-type: none"> Include procedures for preventative and emergency maintenance of the accessible elements in S.80 and procedures for temporary disruptions of accessible elements in the multi-year accessibility plan. 	Compliant	TTC's policy for "Preventative and Emergency Maintenance of Accessible Elements in Public Spaces" is available in the Accessibility Policies section of the TTC website.
80.46 - 80.51 - Accessible Customer Service	<ul style="list-style-type: none"> Use reasonable efforts to ensure that policies governing provision of goods, services and facilities are consistent with the principles outlined in the AODA Customer Service Standards. 	Compliant	TTC's Accessible Customer Service Policy is available on the TTC website and details TTC policies regarding communications, assistive devices, service animals, support persons, notice of service disruptions, training, feedback, and accessible formats and communications supports.

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Accessibility Equipment Failures (Section 43)

Recognizing that accessibility features onboard our vehicles can make the difference between being able to travel or not, the TTC is committed to ensuring that they are functional at all times

All Vehicles

TTC is committed to ensuring that the automated next stop announcements on buses, streetcars and subway trains are functional for use at all times. In situations where the system fails on route, Operators are trained and required to announce all stops manually, until the system is repaired

Buses

All TTC buses are equipped with a ramp which can be deployed for anyone, on request. TTC is working to increase the reliability of this equipment. In addition, hooks have been installed on all buses to allow the Operator to assist the hydraulic motor when the ramp is unable to start its deployment due to dirt and ice. The purpose of the hook is not to deploy the ramp manually, rather it is to help the motor by breaking any seal created by debris around the edge of the ramp in the bus. If the ramp will not deploy with the assistance of the hook, it is malfunctioning and the defect will be reported and repaired. The Operator will immediately advise a Supervisor who will advise the next bus arriving that a customer using a mobility device is at the stop and was unable to board the earlier bus. Repairs to the ramp mechanism are then made in the garage at the end of the day.

Ramp serviceability is checked in several ways. Operators must cycle the ramp during their circle check before leaving the garage. If it will not deploy as intended, the bus does not go out into service until it is repaired. If a ramp is deployed in service and will not stow properly, the bus is taken out of service and maintenance crews are assigned to attend to the bus. Within the garage, the preventive maintenance program assesses ramp functionality and structural integrity every 10,000 km, as well as during the comprehensive Semi-Annual Inspection every six months. Defects found during any of these inspections are repaired before the bus is released again for service.

Streetcars

Ramp:

All TTC low-floor streetcars (LFLRVs) are equipped with an accessibility ramp in the second section of the vehicle. The ramp can be deployed in one of two positions depending on the location: the full ramp is to be deployed at all on-street locations in mixed traffic while the half ramp is to be deployed on island stops (e.g., Spadina Avenue) and some stations (e.g., Spadina Station). The ramp can be deployed for anyone, on request, and Operators are trained to observe each stop for customers who may be in need of the ramp.

In the event of a ramp failure, Operators can deploy the ramp manually to assist customers exiting the vehicle. For customers intending to enter the vehicle, the Operator will contact Transit Control in order to determine the expected wait time for the next LFLRV and communicates the situational information to the customer(s). If the next LFLRV is not expected to arrive within a reasonable amount of time, arrangements will be made with a mobile Supervisor or with Wheel-Trans to assist the customer(s). The ramp will then be isolated and stowed manually, with the streetcar remaining in service until a replacement vehicle can be provided.

The ramp serviceability is checked by vehicle maintenance staff daily during the “pre-service” inspection prior to departing the yard for service. Preventative maintenance on the ramp is performed twice a year. A more involved yearly inspection also takes place, along with a full removal, cleaning, greasing, and re-assembly every two years.

External Route Announcement and Automated Stop Calling Systems:

Automated systems exist on LFLRVs and the older “legacy” streetcars (i.e., ALRVs and CLRVs) that announce route, direction, and destination information externally to customers waiting at stops (i.e., External Route Announcement) and also the next service stop internally (i.e., Automated Stop Calling). In the event of a failure of either of these systems, Operators are to manually call all stops and destinations using the exterior and interior announcement system. The streetcar will remain in service until a replacement vehicle can be provided through Transit Control.

The External Route Announcement system is checked daily as part of the Operator “circle check” and by vehicle maintenance staff during the LFLRV “pre-service” inspection prior to departing the yard for service. This system is also inspected more thoroughly on an annual basis. The Stop Calling System can only be checked on the streetcar network when the streetcar approaches a stop. Both systems are repaired post-operating day in the event of a failure.

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Flashing Door Lights/Chimes:

All LFLRV vehicles have a flashing door light/chime system on each set of doors. These are used to distinguish between door opening/closing via audible and visual means.

The chimes and lights are inspected by vehicle maintenance staff during the daily LFLRV “pre-service” inspection prior to departing the yard for service. The car will not be made available for service if two of the four sets of chimes/lights are not in working order. The lights/chimes are also reviewed each morning by Operators prior to departing the yard. If a failure occurs on a single door while in service, the vehicle may remain in service until a replacement vehicle can be provided through Transit Control. Operators are able to notify passengers with verbal warnings that the doors will be closing through interior/exterior announcements. The door lights/chimes are also inspected bi-monthly as a part of the door preventative maintenance program.

Subway

Subway trains are inspected daily to ensure that audible and visual announcements, including door chimes, are functional.

Subway trains are immediately removed from service if:

- station stop announcements fail and manual announcements cannot be made
- audible or visual interior announcements are not functioning in two or more train cars

Subway trains are removed from service after one round trip if:

- manual station stop announcements are able to be made, but the automated system is unable to be repaired on route
- audible interior announcements are not functioning in any one car
- destination signs defective (train removed from service at the nearest end terminal)