



STAFF REPORT ACTION REQUIRED

2015 Accessibility Plan Status Report

Date:	March 26, 2015
To:	TTC Board
From:	Chief Executive Officer

Summary

This report describes, in detail, how the TTC is meeting, or will meet, the objectives of the *2014-2018 TTC Accessibility Plan*. That plan outlined 41 objectives relating to improving the accessibility of TTC services and facilities over the five year period from 2014-2018. In 2014, 17 of the 19 objectives targeted for the year were completed on-schedule. Two objectives relating to opening of accessible third-party entrance connections to the subway system were not completed in 2014, but instead, opened in early 2015. The remaining *Accessibility Plan* objectives are in progress and are expected to be completed by 2018.

Key accomplishments in 2014 have included:

- launching the first new low-floor accessible streetcars on route 510 Spadina;
- opening two more accessible stations, Dufferin and Lawrence West;
- completely revamping the TTC's priority seating program, including new information decals in all vehicles, a comprehensive education campaign, and new blue seats in priority seating areas; and
- upgrading the Wheel-Trans online booking website to enable customers to add new addresses online.

Major planned initiatives from 2015 to 2018 include:

- completing "Easier Access" accessibility upgrades, including elevators, automatic doors, and improved signage and wayfinding, at nine additional subway stations;
- installing external announcements on vehicles to advise customers of the route and direction prior to boarding;
- revising Wheel-Trans eligibility criteria to comply with AODA regulations;
- ensuring that TTC implementation of the PRESTO Fare Card System is accessible for customers with disabilities; and
- implementing a real-time elevator and escalator monitoring system to reduce downtime resulting from unplanned outages.

TTC staff will continue to report back to the Board and ACAT on an annual basis on the progress in implementing the goals and objectives of the *2014-2018 TTC Accessibility Plan*.

Recommendations

1. It is recommended that the Board forward this report to the City of Toronto Disability Issues Committee, the Ontario Ministry of Economic Development, Trade and Employment, and the Ontario Human Rights Commission, noting that this report fulfills the provincially-legislated requirements in the *Accessibility for Ontarians with Disabilities Act, 2005 (AODA) Integrated Accessibility Standards Regulation (IASR)* for an annual status report on the progress of measures taken to implement the TTC's multi-year accessibility plan, including steps taken to comply with the IASR.

Financial Impact

To-date, substantial funds have been spent on TTC accessibility compliance initiatives. Primarily, this includes the three-phase "Easier Access" program to retrofit subway stations for accessibility in the amount of \$227 million. This amount is exclusive of funds spent on other projects that have also included elevator installations and station accessibility improvements, such as Downsview Station and the Sheppard Subway. In addition, other projects, such as procurement of the TTC's current fleet of low-floor buses, modern Wheel-Trans vehicles, and new fleet of low-floor streetcars, have facilitated the overall accessibility of the TTC transit network.

TTC continues to work to achieve the provincial mandate of a barrier-free transit system, consistent with the AODA's goal of an accessible Ontario by 2025. To complete this important work, six major projects worth \$461 million have been budgeted for in the 2015-2024 TTC Capital Budget, representing 5% of the TTC's capital requirements over the next 10-year timeframe. These six projects, described in Table 1, will improve the accessibility of TTC facilities and vehicles for customers with disabilities, and enable the TTC to meet its obligations under the AODA and/or IASR.

Table 1: Accessibility Compliance Projects in the 2015-2024 TTC Capital Budget

Project Name	Description	Cost (millions)
Easier Access Phase III	Accessibility retrofits at subway stations, including elevators, power operated / sliding doors, fare gates, ramps, and signage, and associated architectural, structural, mechanical, and electrical modifications.	\$431.8
AODA Compliance Upgrades (Communications)	Subway communication system upgrades to enable visual announcements in subway stations and onboard trains for people with hearing impairments, and enable automated external pre-boarding route / destination announcements, as required by the IASR.	\$8.1
AODA Requirements – TTC Buses	Vehicle upgrades to enable automated external pre-boarding route / destination announcements, as required by the IASR, including an external speaker on all buses and destination sign interface modifications.	\$5.7

Project Name	Description	Cost (millions)
AODA Requirements – Streetcars	Vehicle upgrades to ensure CLRV and ALRV streetcars are in keeping with standards established under the IASR.	\$9.4
T1 Announcement System	Visual next stop announcement screens for T1 subway trains, to comply with the IASR.	\$4.0
Bus Stop Improvements for Accessibility	New concrete pads at approximately 700 bus stops to make these stops accessible for customers with disabilities.	\$2.0
Total		\$461.0

It is important to note that “Easier Access” accessibility retrofits at 13 subway stations are currently not funded due to a \$164 million shortfall in capital funding, but have been included in the capital budget in accordance with the AODA. The TTC and the City continue to search for ways to fully fund this work.

In 2014, the Board advised the Minister of Economic Development, Trade and Employment that, owing to a capital funding shortfall, the TTC could not meet the AODA’s requirement that all subway stations be made accessible by 2025. The Board also requested that the Chair and CEO, as part of the City-TTC Transit Funding Task Force, seek reinstatement of full funding for the TTC’s accessibility (Easier Access III) program. The Task Force was established and met in 2014 with senior provincial staff as well as MPs in Ottawa.

This report has no financial impact beyond what has been requested as part of the 2015-2024 Capital Budget as approved by the Board on February 2, 2015 and subject to City Council approval at its meeting of March 10/11, 2015.

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

Decision History

This report provides an update on the TTC’s accessibility improvement activities originally outlined in the [2014-2018 TTC Accessibility Plan](#). This five-year plan was [approved by the Board](#) at its April 30, 2014 meeting.

Issue Background

The TTC is making continuous progress towards making all of its services and facilities accessible, consistent with the AODA and its regulations which set out a clear goal and 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 reported annually on its multi-year accessibility barrier removal activities since 2003. For the next four years, the TTC will be reporting annually on the progress of the objectives committed to in the *2014-2018 TTC Accessibility Plan*.

Accessibility Overview

The TTC is working towards making Toronto's transit system barrier free by implementing changes which will make its services and facilities accessible to everyone. The TTC has a long and solid track record of advocating and pursuing improved accessibility, including the goals of the AODA, and has, for years, produced and updated public plans for making its system accessible. The most-recent version of the plan, for 2014-2018, describes the initiatives which will increase the number and geographic coverage of accessible transit services and facilities, in support of the AODA and its regulations.

The TTC develops, reviews, and updates its accessibility plans in consultation with the disability community. TTC staff consult throughout the year with the Advisory Committee on Accessible Transit (ACAT). ACAT's advice over the last year resulted in improvements to numerous aspects of the TTC's service delivery, including the "Easier Access" subway station renovations, platforms for the new low-floor streetcars, Wheel-Trans policies and procedures, and training for staff on disability matters. In addition, the ideas and suggestions presented by people who participated in the TTC's Annual Public Forum on Accessible Transit, have significantly influenced the TTC's planned actions and initiatives.

Completing 17 of 19 accessibility improvements which were planned for 2014 has been a big step forward in making the TTC system accessible for all customers. A major milestone was the introduction of the TTC's new low-floor streetcars. These new streetcars – the first of which are now operating on the 510 Spadina streetcar route – mean that, for the first time ever in Toronto, customers with disabilities, seniors, customers with strollers, and others who could not negotiate the entrance of the TTC's legacy high-floor streetcars, can now start to use the TTC's extremely-popular streetcar network. As more and more of these streetcars are put into service, there will be a corresponding increase in the number of streetcar routes which will be accessible to everyone. Two of the new third-party-funded improvements were made to subway stations, in the form of accessible entrances and elevators, at Queen's Park and Sheppard-Yonge Stations. The completion of these improvements slipped to early 2015; however, these entrances have now opened.

More information and details on many other completed or ongoing accessibility- improvement initiatives are provided in this report.

Comments

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1. Introduction

The TTC has a long history of, and commitment to, transit accessibility improvements. Working together with its Advisory Committee on Accessible Transit (ACAT), the TTC has made numerous accessibility improvements to its facilities, vehicles, and services, and is committed to achieving a barrier-free transit system, as mandated by the *Accessibility for Ontarians with Disabilities Act (AODA)*, by 2025.

The TTC has reported annually on the status of its multi-year accessibility improvement initiatives since 2003. This status report provides an update on the most recent *TTC 2014-2018 Accessibility Plan*, including progress made to achieve the accessibility improvement and barrier removal activities outlined in the Plan.

2. Accessibility Feedback and Consultation

2.1. Advisory Committee on Accessible Transit (ACAT)

In 1992, the TTC established the Advisory Committee on Accessible Transit (ACAT). This committee makes recommendations and provides advice on accessibility improvements to meet the needs of seniors and people with disabilities. The recommendations made by ACAT generally make the TTC easier to use and more accessible for all customers. ACAT and its subcommittees are deeply involved in reviewing plans, vehicle and station designs, operating procedures of TTC services, and new PRESTO fare system requirements and devices. ACAT has advised TTC staff throughout 2014 as we work to achieve the objectives of the *2014-2018 TTC Accessibility Plan*.

2.2. Customer Feedback

TTC has processes in place to obtain, monitor, evaluate and respond to customer feedback on accessibility matters. Feedback may be provided through our Customer Service Centre by telephone, fax, in-person, Twitter, or online. Considerable feedback from people with disabilities, is also obtained through the annual Public Forum on Accessible Transit.

2.3. Public Forum on Accessible Transit

The TTC and ACAT jointly hold annual public meetings to obtain input on accessibility matters in order to inform our accessibility improvement initiatives. The seventh annual Public Forum on Accessible Transit was held in September, 2014 to discuss TTC accessible conventional and specialized services, vehicles, and facilities. This event, which is popular with TTC customers with disabilities, provides an opportunity for TTC senior staff and ACAT members to hear directly from customers about their accessibility priorities, complaints and commendations, and requests for change. Approximately 350 individuals attended the event in person, while many people followed the conversation on Twitter or submitted comments online or by phone.

Several important accessibility matters were raised during the last meeting, including suggestions for improvement, concerns, and general comments regarding:

- Wheel-Trans booking/customer service wait times
- Wheel-Trans trip wait times or delays
- ride co-ordination with adjacent paratransit operators
- design of taxis used in Wheel-Trans service
- strollers on TTC vehicles
- signage and wayfinding to elevators
- gap between subway trains and platforms, especially at Eglinton Station
- accessibility training of TTC operators
- timeliness of information regarding elevator and escalator outages

A summary of the event has been made available in the [Accessibility section of the TTC website](#). In total, over 450 individual comments were received, which are all being reviewed. Staff and management responses to customer comments will be made available in the coming months.

TTC and ACAT will continue to hold Public Forums on Accessible Transit, on an annual basis.

3. Accessibility Objectives, 2014

In 2014, TTC accomplished 17 of the 19 objectives planned for the year in the *2014-2018 TTC Accessibility Plan*. These achievements are summarized in the following table, and outlined in detail below:

Key area	Our commitment in 2014	How we did
Stations and Facilities	Review TTC design standards in 2014 and implement changes to incorporate new legislative requirements	✓
Stations and Facilities	Complete accessibility retrofits at Dufferin and Lawrence West stations in 2014	✓
Stations and Facilities	Open a new accessible entrance at Queen's Park Station in 2014	✗
Stations and Facilities	Open a new accessible entrance at Sheppard-Yonge Station in 2014	✗
Vehicles	Launch the first accessible streetcar route in 2014	✓
Vehicles	Review all inaccessible bus stops in 2014 to determine if these can be made accessible.	✓
Vehicles	Begin to install exterior door chimes at all Toronto Rocket train doors in 2014	✓
Vehicles	Begin to install improved inter-car barriers on all Toronto Rocket trains	✓
Wheel-Trans Services	Increase the number of staff available to answer reservation request calls in 2014	✓
Wheel-Trans Services	Reduce the number of no-shows for eligibility assessment interviews.	✓
Wheel-Trans Services	Upgrade the Wheel-Trans website in 2014 to enable customers to add new addresses online	✓
Customer Service	Install new priority seating decals on all TTC vehicles in 2014	✓
Customer Service	Launch a new priority seating public education campaign in 2014	✓
Customer Service	Introduce blue seat fabric in priority seating areas starting in 2014	✓

Key area	Our commitment in 2014	How we did
Customer Service	Introduce a new concept for the representation of subway lines in 2014 and continue to work towards consistent way-finding signage in all subway stations	✓
Customer Service	Install 28 NVAS LCD, 33 SIS LCD, and 23 LED screens at subway stations in 2014	✓ *
Customer Service	Fare vending machines are accessible when introduced on new streetcars and busy streetcar stops in 2014	✓
Customer Service	In 2014, upgrade the public address system in 20 subway stations to make announcements easier to hear and understand	✓
Customer Service	Upgrade the public address system in all subway stations by 2018	✓

3.1. Stations and Facilities

Facility Design Standards

Our commitment: Review TTC design standards in 2014 and implement changes to incorporate new legislative requirements.

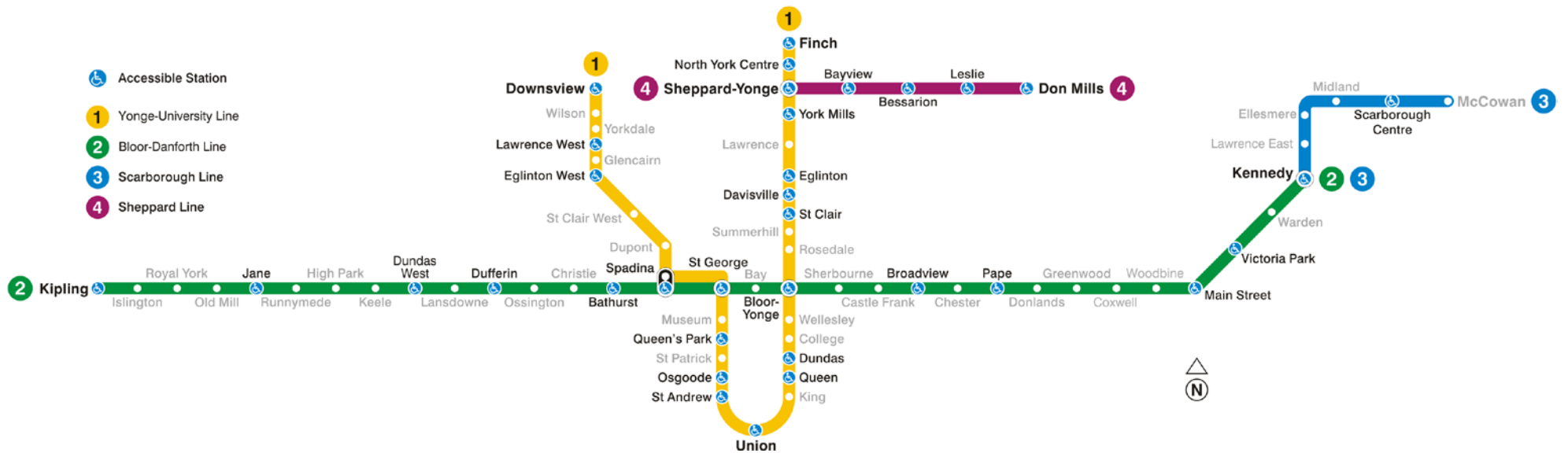
How we met our commitment: In 2014, TTC continued to review and update internal TTC design standards, to incorporate new *Integrated Accessibility Standards Regulation (IASR)* requirements, and emerging accessibility best practices. In particular, standards for accessible parking spaces at the TTCs commuter parking lots and standards for washrooms at subway station terminals and interchanges were reviewed and updated to improve accessibility for customers with disabilities.

Elevators and Barrier-Free Paths

Our commitment: Complete accessibility retrofits at Dufferin and Lawrence West stations in 2014

How we met our commitment: Three new elevators at Dufferin Station entered service on November 24, 2014 as part of the Dufferin Station Modernization project. One new elevator at Lawrence West station entered service on December 19, 2014. There are now 34 accessible TTC subway stations, out of 69 stations total (49%), as shown in Figure 1.

Figure 1: 2015 TTC Subway Map Including Accessible Stations



New Station Entrances

Our commitment: Open a new accessible entrance at Queen’s Park Station in 2014.

Why we did not meet our commitment: The entrance did not open in 2014 as planned due to delays commissioning the entrance connection; however, the entrance did open in January, 2015.

Our commitment: Open a new accessible entrance at Sheppard-Yonge Station in 2014.

Why we did not meet our commitment: The entrance did not open in 2014 as planned due to delays commissioning the entrance connection; however, the entrance did open in February, 2015.

3.2. Vehicles

Low-Floor Streetcars

Our commitment: Launch the first accessible streetcar route in 2014.

How we met our commitment: The first two accessible streetcars began operation on route 510 Spadina on August 31, 2014. At year-end, three accessible streetcars were operating on 510 Spadina. In 2015, The TTC plans to replace all of the older streetcars on 510 Spadina with accessible low-floor vehicles, and expects to start the rollout of these vehicles on 511 Bathurst and 509 Harbourfront.

Figure 2: Low-Floor Accessible Streetcar on Route 510 Spadina



Conventional Buses

Our commitment: Review all inaccessible bus stops in 2014 to determine if these can be made accessible.

How we met our commitment: In 2014, 273 additional bus stops were made accessible, either by extending the sidewalk space, relocating the stop, or through our new practice of marking the stop accessible as long as there is an accessible area within 3 metres (10 feet) either before or after the bus stop pole/marker. At the end of 2014, 7,618 of the 8,726 bus stops within the City of Toronto were accessible. While TTC reviewed all 1,108 inaccessible bus stops in 2014 to determine existing conditions, further work is required with the City to determine the exact modifications that are required at these stops to make them accessible.

Toronto Rocket Subway Trains

Our commitment: Begin to install exterior door chimes at all train doors in 2014.

How we met our commitment: The Board approved installing exterior door chimes at all Toronto Rocket train doors at its meeting on July 23, 2014, in order to improve safety for customers with visual disabilities. Exterior chimes were installed on one pilot train in September, 2014, prior to proceeding with the remainder of the approved project. Once parts and materials are procured, work will resume in March, 2015 to retrofit exterior door chimes on all Toronto Rocket trains, with completion of the project expected in 2016.

Our commitment: Begin to install improved intercar barriers on all trains.

How we met our commitment: Improved inter-car barriers were installed on all Toronto Rocket subway trains in 2014 to improve safety for customers with visual disabilities. This inter-car barrier consists of an additional lower cane-detectable bungee cord between all Toronto Rocket subway train cars.

3.3. Wheel-Trans Services

Easier Trip Booking

Our commitment: Increase the number of staff available to answer reservation request calls in 2014.

How we met our commitment: Seven additional staff were hired in mid-2014 to answer reservation request calls, and reduce the waiting time and number of abandoned calls. Wait times were reduced on average by three minutes, and the abandonment rate reduced by 6%.

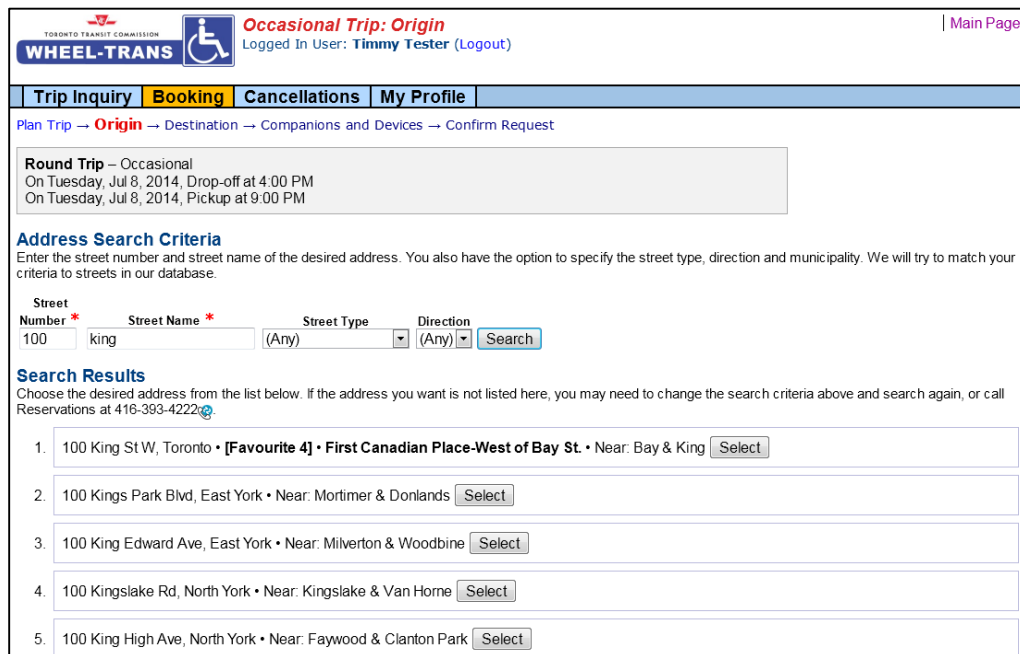
Our commitment: Upgrade the Wheel-Trans website in 2014 to enable customers to add new addresses online.

How we met our commitment:

The Wheel-Trans website was upgraded in mid-2014 to enable customers to add new addresses/destinations online and resolve this highly anticipated customer feature request, as

shown in Figure 3. This means that customers are no longer required to call the Wheel-Trans reservation line when booking a trip to a new destination, and will also assist with reducing telephone wait times for all Wheel-Trans customers.

Figure 3: Screenshot of Address Search Feature on Online Booking Website



Policies and Procedures

Our commitment: Reduce the number of no-shows for eligibility assessment interviews.

How we met our commitment: As per the City of Toronto Auditor General’s 2012 report, Wheel-Trans has introduced new policies to attempt to reduce the number of no-shows for eligibility assessment interviews. In 2014, reminder phone calls were introduced resulting in approximately 0.5% fewer no-shows for assessment interviews when compared to 2013. Further improvement to these numbers is not anticipated given that there are very few customers who repeatedly do not attend scheduled interviews.

3.4. Customer Service Initiatives

Priority Seating

Our commitment: Install new priority seating decals on all TTC vehicles in 2014.

How we met our commitment: New “Priority Seating” decals were installed on all TTC vehicles by the end of 2014, replacing the previous “Courtesy Seating” decals. As part of this initiative, the number of dedicated priority seats was increased on many TTC vehicles. For example, priority seats increased from six seats to nine seats on TTC’s 1,550+ Orion VII buses, which comprise the majority of the TTC’s bus fleet.

Our commitment: Launch a new priority seating public education campaign in 2014.

How we met our commitment: A new priority seating public education campaign was launched on September 22, 2014. This campaign is ongoing and consists of advertisements and take-one brochures on TTC vehicles, posters and public address announcements in the subway system, information on the TTC website, news releases, and advertisements in the Metro newspaper, as depicted in Figure 4.

Figure 4: Priority Seating Advertising Campaign



Our commitment: Introduce blue seat fabric in priority seating areas starting in 2014.

How we met our commitment: Blue fabric seats were introduced in priority seating areas in 2014, as shown in Figure 5, and installation is progressing well across the TTC's fleet of subway cars, streetcars, and buses. The plan is to complete the installation of blue fabric seats on 40% of our vehicles by the end of June, 2015, and 90% of vehicles by the end of December, 2015.

Figure 5: Blue Fabric Seats on a TTC Orion VII Bus and Toronto Rocket Subway Train

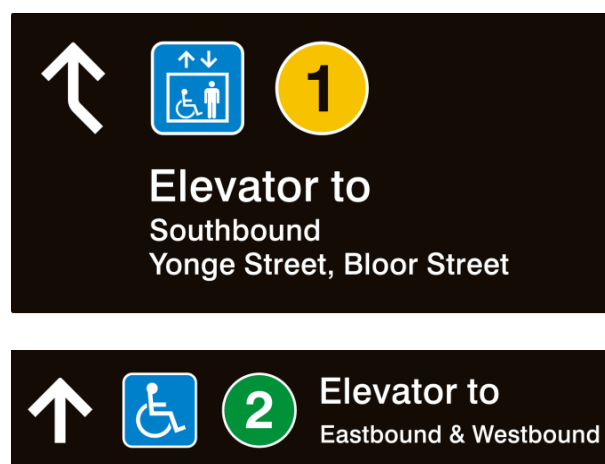


Signage and Wayfinding

Our commitment: Introduce a new concept for the representation of subway lines in 2014 and continue to work towards consistent wayfinding in all subway stations.

How we met our commitment: A new concept of line numbers was introduced at Bloor-Yonge station in early 2014, and at St George Station in mid-2014, as depicted in Figure 6. Customer and ACAT feedback on the new concept is being reviewed as we work to expand the concept to all stations. The revitalized Union Station will feature the new line numbering throughout on completion of the second platform project in mid-2015.

Figure 6: New Directional Signage to Elevators at Bloor-Yonge Station



Customer Information Screens

Our commitment: Install 28 large Next Vehicle Arrival Screens (NVAS), 33 Station Information Screens (SIS), and 23 small NVAS LED screens at subway stations in 2014.

How we met our commitment: TTC exceeded this commitment by installing over 60 NVAS and SIS LCD customer information displays in 2014. Due to a scope change in the project after the *2014-2018 TTC Accessibility Plan* was published, the LED displays at subway station bus bays will be installed in 2015, rather than 2014. In addition, TTC plans to install over 50 additional LCD customer information displays in subway stations in 2015.

These customer information screens enable visual display of delay, detour, and emergency information that was previously provided only audibly over the public address system. This benefits all customers, including those with hearing impairments.

Figure 7: New Station Information Screen at Dupont Station



PRESTO Fare Card System

Our commitment: Fare vending machines will be accessible when introduced on new streetcars and busy streetcar stops in 2014.

How we met our commitment: PRESTO Fares and Transfer machines were introduced in November, 2014. These machines were developed with significant input from the TTC's ACAT, and include several accessibility features such as operating features within accessible reach ranges, tactile and braille features, and an audio mode for people with vision impairments. We continue to work with ACAT and PRESTO to further enhance the machine's accessibility features.

Subway Station Public Address System Upgrade

Our commitment: In 2014, upgrade the public address system in 20 subway stations to make announcements easier to hear and understand.

How we met our commitment: TTC exceeded our commitment by upgrading the public address system in 23 subway stations in 2014 in order to make public address announcements easier to hear.

4. Ongoing Accessibility Improvement Plans, 2015-2018

In 2015-2018, TTC plans to achieve the remaining 22 objectives in the *2014-2018 TTC Accessibility Plan*. These objectives are outlined below:

4.1. Stations and Facilities

New Station Entrances

Our commitment: Work with property developers to create new accessible entrances to stations, where opportunities arise.

How we will meet our commitment: In addition to the new entrances recently completed at Queen's Park and Sheppard-Yonge Stations, work is underway to create new accessible entrances through adjacent property developments at St Patrick and Bay Stations. TTC will also continue to work with property developers in the future, when opportunities arise.

Elevators and Barrier-Free Paths

Our commitment: Complete accessibility retrofits at nine additional stations by 2018.

How we will meet our commitment: Work is underway to achieve the target of nine additional accessible stations by 2018 as part of the TTC's "Easier Access" station accessibility retrofit program. These stations are:

Stations	Complete by
St. Clair West	2016
Woodbine	2017
Coxwell	2017
Ossington	2017
Royal York	2018
Wilson	2018
Runnymede	2018
King	2018
Yorkdale	2018

To achieve this target, construction began at St. Clair West, Woodbine, Coxwell and Ossington Stations in 2014. While the design process for Royal York, Wilson, Runnymede, King, and Yorkdale stations is currently on schedule, these stations are very challenging for many reasons including property acquisitions, complex design elements, limited access, utilities, operational constraints, etc. In the event that any of these stations become delayed, designs have been advanced at other stations, in order to maintain a commitment to continue making stations accessible.

Funding for accessibility improvements at subway stations is discussed further in section 5.

Toronto York Spadina Subway Extension (TYSSE)

Our commitment: ACAT to review TYSSE construction in 2015-16, prior to project completion, to ensure all required accessibility features have been implemented as designed.

How we will meet our commitment: ACAT will review TYSSE stations closer to the project completion date. This will be reported on in a future Accessibility Plan Status Report.

Metrolinx Rapid Transit Lines

Our commitment: Collaborate with Metrolinx to ensure all major transfer points between rapid transit lines and TTC services are accessible.

How we will meet our commitment: In 2014, TTC consulted with ACAT on preliminary Metrolinx designs for Eglinton West, Eglinton-Yonge, and Kennedy interchange stations on the Eglinton-Crosstown LRT line. TTC and Metrolinx will continue to collaborate to ensure all interchanges between rapid transit lines and TTC are accessible and provide seamless connections for all customers.

Elevator and Escalator Reliability

Our commitment: Rebuild 5 elevators to improve reliability by 2015.

Why we will not meet our commitment: The scope and timelines of the elevator rebuild project have changed due to advanced deterioration of the elevator at Dundas West Station, as a result of the challenging outdoor environment in which this elevator is operated. As a result, we will not meet the commitment to rebuild five elevators by the end of 2015.

At Dundas West Station, the elevator between street level, concourse level, and the westbound platform will now be taken out of service in early March, 2015 and returned to service by the end of June, 2015, in time for the Pan Am and Para Pan Am Games. Plans are in place to provide alternate accessible transit service for the duration of the closure. The scope of work has expanded to include complete removal and replacement of all elevator components, including the entire elevator cab, hall doors, and all related equipment. The overhaul work will replace existing elements with new more robust waterproof, and/or corrosion resistant materials, suitable for the conditions. This will extend the life of the elevator and provide more reliable service in the future.

One elevator at Finch Station and two elevators at Kennedy Station will be rebuilt next as part of this project, commencing in Q4 2015. TTC plans to remove only one elevator from service at any given time and will provide alternate accessible service, where required.

Our commitment: Replace five escalators to improve reliability by 2018.

How we will meet our commitment: TTC plans to replace five escalators by 2018 to improve reliability and reduce unplanned outages for our customers who rely on these devices. The status of this project will be reported on in a future Accessibility Plan Status Report.

Our commitment: Implement escalator and elevator real-time monitoring system in mid-2016.

How we will meet our commitment: The TTC's new escalator and elevator monitoring system is on schedule for implementation by mid-2016. This new system will reduce downtime during unplanned outages and improve accessibility for customers who rely on these devices.

4.2. Vehicles

Low-Floor Streetcars

Our commitment: Install new curb ramps or modified platforms, as required, at all streetcar stops by 2018.

How we will meet our commitment: The TTC will modify platforms and install curb ramps, where required, at virtually all streetcar stops by 2018. In 2014, the streetcar platform at Spadina Station was modified to better interface with the new streetcars. New curb ramps have already been installed along Bathurst Street, Queen Street, and elsewhere along streetcar routes to ensure that customers using mobility devices, strollers, and any other customers who require the streetcar ramp, can reach our new low-floor vehicles when they begin service on each route. Curb ramps or modified platforms will be installed along St. Clair Avenue, College Street, Carlton Street and Gerrard Street prior to the launch of the new streetcars on routes 512 and 506.

Our commitment: All streetcar routes accessible by end of 2019.

How we will meet our commitment: TTC continues to work with the manufacturer to ensure that the complete order of 204 new low-floor accessible streetcars will be delivered by 2019, as planned.

Conventional Buses

Our commitment: Replace all high-floor lift-equipped buses with new low-floor buses by 2016.

How we will meet our commitment: All high-floor lift-equipped buses will be replaced by 2016. However, some high-floor buses that were expected to be retired by the end of 2014 will remain in the fleet until new vehicles arrive later in 2015 due to an ongoing TTC bus shortage.

Our commitment: Work with City of Toronto Transportation Services to upgrade as many stops as possible by 2018.

How we will meet our commitment: As of the end of 2014, 1,108 TTC bus stops within the City of Toronto were not accessible. The TTC will be working with the City to determine funding and a work plan to upgrade as many of these stops as possible; however, there may still be stops that cannot be made accessible due to lack of space available at the stop location. In these cases, customers will need to board at the preceding or following stop, or the next available safe location, as determined by the bus Operator.

Toronto Rocket Subway Trains

Our commitment: Determine feasibility of audible notification of the side of the train on which doors will open at each station.

How we will meet our commitment: This commitment will be reported on in the 2016 Accessibility Plan Status Report.

4.3. Wheel-Trans Services

Policies and Procedures

Our commitment: Implement a new policy to discourage repetitive late cancellations and no-shows.

How we will meet our commitment: Changes were made to the automated telephone call out system in 2014 to make a call to customers who cancel trips to advise them of our policy in an effort to discourage late cancellations and no shows. However, further improvements are being pursued to the call out system with full implementation scheduled for Q2 2015.

Service Integration

Our commitment: Develop a service integration plan in 2014-15 to transition some Wheel-Trans customers to the conventional system.

How we will meet our commitment: We will report on a work plan for this item separately to the Board in Q2 2015.

Our commitment: Revise Wheel-Trans eligibility criteria to introduce “conditional eligibility” by 2017.

How we will meet our commitment: We will report on a work plan for this item separately to the Board in Q2 2015.

4.4. Customer Service Initiatives

Next Stop and Pre-Boarding Announcements

Our commitment: Improve the next stop announcements on express bus routes.

How we will meet our commitment: The necessary stop announcement system upgrade work to improve the next stop announcements on express buses is expected to be completed in 2015. When the upgrade work has been completed, the announcements on express routes will be revised to include arrival announcements.

Our commitment: Provide electronic pre-boarding announcements by 2017 on TTC vehicles.

How we will meet our commitment: Automated pre-boarding announcements are provided on the TTC's new low-floor streetcars to improve accessibility for customers with vision impairments, especially where multiple routes serve the same stop. Work is underway to provide these announcements on buses and in subway stations by 2017. Pre-boarding announcements are currently available on request on the TTCs older streetcars and on all buses.

Signage and Wayfinding

Our commitment: Replace tactile and braille, and other associated elevator signage, for consistency across all TTC elevators over the next five years.

How we will meet our commitment: Funding for this project has been requested as part of the 2015 TTC budget process. If approved, we will proceed to upgrade the tactile and braille signage, and all other associated elevator signage on our oldest elevators to bring them up to modern, consistent wayfinding standards.

Our commitment: Launch a pilot project for tactile signage at bus platforms.

How we will meet our commitment: Funding for this project has been requested as part of the 2015 TTC budget process. If approved, the pilot project will introduce tactile wayfinding signage to help customers with vision impairments to identify bus platforms.

Customer Information Screens

Our commitment: Post notifications of localized elevator and escalator outages on Station Information Screens.

How we will meet our commitment: Funding for the necessary information technology upgrades to complete this objective has been requested as part of the 2015 TTC budget process. This project aims to provide improved notifications of elevator and escalator outages on the Station Information Screens, before customers pay a fare.

PRESTO Fare Card System

Our commitment: PRESTO Self-Serve Reload Station (previously referred to as Add Value Machines) will be accessible when introduced in subway stations starting in 2014-15.

How we will meet our commitment: PRESTO and the TTC continue to work closely to ensure that the PRESTO Self-Serve Reload Station is delivered with accessibility features similar to the Fares and Transfer machines.

Our commitment: Future PRESTO devices will be accessible.

How we will meet our commitment: PRESTO and the TTC continue to work closely to ensure that all PRESTO devices are accessible when introduced into the TTC system. This item will be reported on in greater detail in a future Accessibility Plan Status Report.

Subway Station Public Address System Upgrade

Our commitment: Upgrade the public address system in all subway stations by 2018.

How we will meet our commitment: The TTC plans to upgrade its public address system in seven additional stations in 2015 to ensure public address announcements are easy to hear and understand. The TTC is on-track to upgrade the public address system in all remaining subway stations by 2018.

5. New Accessibility Improvement Projects

Since the *2014-2018 Accessibility Plan* was approved, additional accessibility improvement projects have been initiated that were not originally included in the *Plan*. These include:

- Platform edge improvements – Eglinton Station
- Travel Training materials
- Staff accessibility training updates
- Streetcar platform design

Platform Edge Improvements – Eglinton Station

In response to ACAT advice and customer feedback from the 2014 Public Forum on Accessible Transit, TTC staff are working to design, test, and implement improvements to the subway platform at Eglinton Station, to make it easier for customers using mobility devices to board subway trains at this location. To achieve this objective, TTC plans to modify the platform edge at the south end of the centre subway platform, in the vicinity of the elevator, to better align with the height of subway trains. It is expected that construction of this improvement will be underway by late 2015.

Travel Training Materials

New travel training materials have been developed to assist customers with disabilities and seniors who are new to the TTC accessible conventional transit system. These materials are available on the TTC website, or on request from TTC customer service. They will also be distributed at TTC accessibility events, including the 2015 Public Forum on Accessible Transit, and to Wheel-Trans customers. The materials are designed to allow customers to learn on their own, or as part of a training session delivered by a third party.

Staff Accessibility Training

As part of ongoing efforts to ensure that TTC training materials incorporate current accessibility best practices, staff are working with ACAT members to revise training materials on disability matters that are provided to TTC staff members during training courses.

Streetcar Platform Design

TTC staff have worked closely with ACAT members to refine the standard design for TTC streetcar platforms located on-street. These improvements, including cane detectable tactile walking surface indicators to ensure safety for customers with vision impairments, consistent shelter and windscreen placement, and a new lower cane detectable handrail, will be standard components of all new and renovated streetcar platforms.

Contact

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