STAFF REPORT
ACTION REQUIRED

2016 Accessibility Plan Status Report

Date:	February 25, 2016
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 2015, five of six objectives targeted for that year were completed on schedule. In total, 23 of the 41 objectives have now been completed. Work to complete the remaining objectives is ongoing.

Key accomplishments in 2015 included:

- retiring the last high-floor wheelchair lift-equipped TTC buses; all TTC buses are now low-floor and ramp-equipped;
- completing major rebuilds of two elevators at Dundas West and Finch Stations to ensure dependable service for customers who rely on these devices;
- developing a Ten-Year Wheel-Trans Strategy to guide fundamental changes to Wheel-Trans service delivery; and
- designing, testing, and implementing platform edge improvements at Eglinton Station to make trains easier to board for customers using mobility devices.

Major planned initiatives from 2016 to 2018 include:

- completing "Easier Access" accessibility upgrades, all of which are now funded in the 2016-2025 Capital Budget, including elevators, automatic doors, and improved signage and wayfinding, at six additional subway stations;
- installing external announcement systems on buses, streetcars, and subway trains to advise customers of the route and destination prior to boarding;
- commencing implementation of the Ten Year Wheel-Trans Strategy, including revising Wheel-Trans eligibility criteria; and
- implementing a real-time elevator and escalator monitoring system to reduce downtime resulting from unplanned outages and provide more reliable customer information.

In addition, new initiatives which were not originally included in the *Accessibility Plan* continue to be developed by TTC staff. TTC staff will continue to report back to the Board and ACAT on

an annual basis on progress in implementing the goals and objectives of the *Accessibility Plan*, and on new initiatives.

Recommendations

1. It is recommended that the Board forward this report to the Ontario Ministry of Economic Development, Employment and Infrastructure, the Ontario Human Rights Commission, and the City of Toronto Disability, Access and Inclusion Advisory Committee, 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 Summary

To date, substantial funds have been spent on TTC accessibility initiatives, including the three-phase "Easier Access" program to retrofit subway stations for accessibility in the amount of $249 million. Additionally, other projects, such as procurement of the TTC's current fleet of low-floor buses, modern Wheel-Trans vehicles, Sheppard Subway, and new fleet of low-floor streetcars, have facilitated the overall accessibility of the TTC transit network.

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, six major projects, worth $462.8 million have been budgeted in the 2016-2025 TTC Capital Budget, representing 5% of the TTC's overall capital requirements over the next 10-years. These six projects, described in Table 1, will improve the accessibility of TTC facilities and vehicles for all customers, including those with disabilities.

Table 1: Accessibility Projects in 2016-2025 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.	$429.0
Route and Destination Announcements on Subway Fleet	Subway communication system upgrades to enable visual announcements onboard trains for people with hearing impairments, and automated external pre-boarding route / destination announcements.	$11.3
Route and Destination Announcements on Streetcars	Vehicle upgrades to ensure CLRV and ALRV streetcars are in keeping with standards established under the IASR.	$9.4
Route and Destination Announcements on Buses	Vehicle upgrades to enable automated external pre-boarding route / destination announcements, including an	$7.4

Project Name	Description	Cost (millions)
	external speaker on all buses and destination sign interface modifications.	
Elevator Overhaul	Complete removal and replacement of elevator units at four stations with more dependable and robust equipment to ensure reliable service for customers with disabilities.	$3.9
Bus Stop Improvements for Accessibility	New concrete pads at approximately 70-80 bus stops each year to make these stops accessible for customers who use mobility devices.	$1.8
Total		**$462.8**

It is important to note, that full funding has been restored to the "Easier Access" accessibility retrofit program in the 2016-2025 Capital Budget. This means that accessibility improvements are now funded for all subway stations. However, Easier Access work at Islington and Warden Stations is contingent on budget approval of station re-development work, which is not yet funded. This will be similar to work completed in 2011 at Victoria Park Station.

This report has no financial impact beyond what has been requested as part of the 2016-2025 Capital Budget as approved by the Board on November 23, 2015 and subject to City Council approval at its meeting of February 17, 2016.

Ongoing accessibility improvement initiatives may result in additional accessibility-related projects being considered as part of future Capital Budgets. As an example, expanded functionalities of the subway fleet pre-boarding announcement system (of which the initial scope of work was approved by the Board in November, 2015) may require additional capital funding in future years.

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

Decision History

This report provides the second update on the TTC's accessibility improvement activities originally outlined in the 2014-2018 TTC Accessibility Plan, which was approved by the Board at its April 30, 2014 meeting:

http://www.ttc.ca/About_the_TTC/Commission_reports_and_information/Commission_meetings/2014/April_30/Reports/2014_2018_TTC_MultiYear_Accessibility_Plan.pdf

The 2015 TTC Accessibility Plan Status Report, the first update on the *Accessibility Plan*, was approved by the Board at its March 26, 2015 meeting:

http://www.ttc.ca/About_the_TTC/Commission_reports_and_information/Commission_meetings/2015/March_26/Reports/2015_Accessibility_Plan_Status_Report.pdf

Issue Background

The TTC is making continuous progress towards making all of its services and facilities accessible, a mission it started in the 1980s. This work is also 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 three 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 for, and pursuing improved accessibility, including the goals of the AODA, and has, for years, produced and updated plans for making its system accessible. The most-recent version of the TTC's multi-year plan, for 2014-2018, describes the initiatives which will increase the number and geographic coverage of accessible transit services and facilities as well as satisfy the intent of the AODA and its regulations.

The TTC develops, reviews, and updates its accessibility plans in consultation with people with disabilities. 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 "Easier Access" subway station renovations, weekend subway closures, accessibility education for customers, Wheel-Trans service model changes, 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 five of six major accessibility improvements which were planned for 2015 has been an important step forward in making the TTC system accessible for all customers. In 2015, TTC achieved a major milestone by retiring its last high-floor wheelchair lift-equipped buses. While these buses were accessible, the wheelchair lifts proved to be unreliable. As a result, all such TTC buses have been replaced with low-floor ramp-equipped buses. There are now over 1,875 low-floor buses with ramps in the TTC fleet.

Further 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, by 2025, in support of the *Accessibility for Ontarians with Disabilities Act* (AODA).

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 *2014-2018 TTC Accessibility Plan*, including progress made to achieve the accessibility improvement and barrier removal activities outlined in the *Plan*. This report also provides updates on new initiatives

introduced in the *2015 TTC Accessibility Plan Status Report*, and outlines new projects that were initiated by TTC staff in 2015.

2. Accessibility Feedback and Consultation

2.1. Advisory Committee on Accessible Transit (ACAT)

During 2015, ACAT and its subcommittees continued to be deeply involved in advising on and reviewing plans, vehicle and station designs; customers communications; Wheel-Trans strategy, policies, and eligibility criteria; and operating procedures of TTC services. ACAT's activities in 2015 included:

- advising TTC staff on the development of the 10-Year Wheel-Trans strategy and revised eligibility criteria;
- testing of platform edge improvements at Eglinton Station;
- reviewing designs for accessibility improvements at Lawrence, Sheppard-Yonge, Wellesley, and Chester Stations;
- advocating for a customer education campaign regarding people with mobility devices boarding TTC buses, and later, participating in a photo shoot for this campaign; and
- review of scheduled weekend subway closure plans, and advising on how to improve these arrangements to better serve customers with disabilities.

ACAT will continue to provide advice to TTC staff in 2016 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 eighth annual Public Forum on Accessible Transit was held in September, 2015 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.

In response to customer feedback, the 2015 Public Forum was held at the Allstream Centre at Exhibition Place, a newer venue which featured improved acoustics and accessible amenities as compared to previous venues. While customer feedback on the new venue was generally positive, we have received feedback about the convenience of the location at Exhibition Place.

Unfortunately, TTC has been unable to identify any other alternative convenient locations within the City of Toronto that are closer to subway lines and that are also able to accommodate large numbers of simultaneous Wheel-Trans pick-ups and drop-offs, can accommodate over 100 people using mobility devices, have level access between street and venue (i.e., no elevators), and have sufficient accessible washroom capacity. As a result, we will continue to hold the Public Forum at the Allstream Centre in 2016 and 2017.

This year, approximately 300 individuals attended the event in person. For customers unable to attend in person, the Public Forum was streamed live online for the first time ever, and the video was archived on the TTC's YouTube Channel. Forty customers watched part or all of the live stream, and as of January 2016, the video had over 500 views on YouTube. Many others followed the conversation on Twitter or submitted comments through an online survey or to TTC Customer Service

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

- Wheel-Trans booking/customer service wait times
- Wheel-Trans trip wait times or delays
- gap between subway trains and platforms
- delay and diversion information in text formats on TTC vehicles
- education on accessibility for all TTC customers

A summary of the event has been made available in the Accessibility section of the TTC website. In total, over 550 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.

2.4. People in Motion Show

In 2015, TTC expanded its presence at the annual People in Motion trade show. People in Motion is a large disability-related trade show and provides an excellent opportunity for the TTC to reach out to and educate attendees – many of whom are current Wheel-Trans customers – on the improved accessibility of the TTC's conventional transit network.

The TTC booth featured a 12-metre TTC bus for customers to practice mobility device boarding and alighting, an accessible route trip planning station, TTC and Wheel-Trans information handouts, and ACAT information. Staff were on hand to respond to questions and collect feedback for review. TTC CEO Andy Byford attended for a "Meet the CEO" question and answer session and delivered a recap to the show attendees on the TTCs accessibility progress in 2015.

3. Accessibility Objectives, 2015

In 2015, TTC accomplished 5 of 6 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 2015	How we did
Vehicles	Replace all high-floor lift-equipped buses with new low-floor buses by 2016	✓
Vehicles	Determine feasibility of audible notification of the side of the train on which doors will open at each station.	✓
Wheel-Trans Services	Develop a service integration plan in 2014-15 to transition some Wheel-Trans customers to the conventional system.	✓
Wheel-Trans Services	Implement a new policy to discourage repetitive late cancellations and no-shows.	✓
Customer Service	PRESTO Self-Serve Reload Station (previously referred to as Add Value Machines) will be accessible when introduced in subway stations starting in 2014-15	✓
Stations and Facilities	Rebuild 5 elevators to improve reliability by 2015	✗

Several new accessibility initiatives are also underway beyond those originally described in the Accessibility Plan. These initiatives are described further in Section 5.

3.1. Stations and Facilities

Elevator and Escalator Reliability

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

Why we did not meet our commitment: Due to a major increase in the scope of work of the elevator overhaul project, we did not meet the original commitment to rebuild five elevators by the end of 2015. While overhauls of two elevators were completed by the end of 2015, we now expect the remaining three elevators to be rebuilt by 2017.

The scope and timelines of the elevator overhaul project have changed due to advanced deterioration of the elevators at Dundas West and Finch Stations, as a result of the challenging outdoor environments in which these elevators are operated. Consequently, the scope of work for the rebuild of these elevators has expanded to include complete removal and replacement of all elevator components, including the entire elevator cabs, hall doors, and all related equipment. The overhaul work involves replacing existing elements with new more robust waterproof, and/or corrosion resistant materials, suitable for the conditions. This will extend the life of these elevators and provide more reliable service in the future.

At Dundas West Station, the elevator between street level, concourse level, and the westbound platform was taken out of service in early March 2015 and was returned to service at the end of June 2015, in time for the Pan Am and Para Pan Am Games. During the closure, TTC operated an accessible shuttle bus every 20 minutes between Dundas West and Dufferin Stations to ensure continuity of service for customers who rely on the elevators at Dundas West Station.

At Finch Station, the elevator between street level and the fares concourse level was taken out of service in October 2015 and returned to service at the end of December 2015. During the closure, alternative access was available between street and the fares concourse level at the GO Transit bus terminal, on the east side of Yonge Street.

The next phase of the elevator rebuild project will involve two elevators at Kennedy Station in 2016, followed by one elevator at Bathurst Station in 2017. TTC plans to remove only one elevator from service at any given time and will provide alternate accessible service, if required.

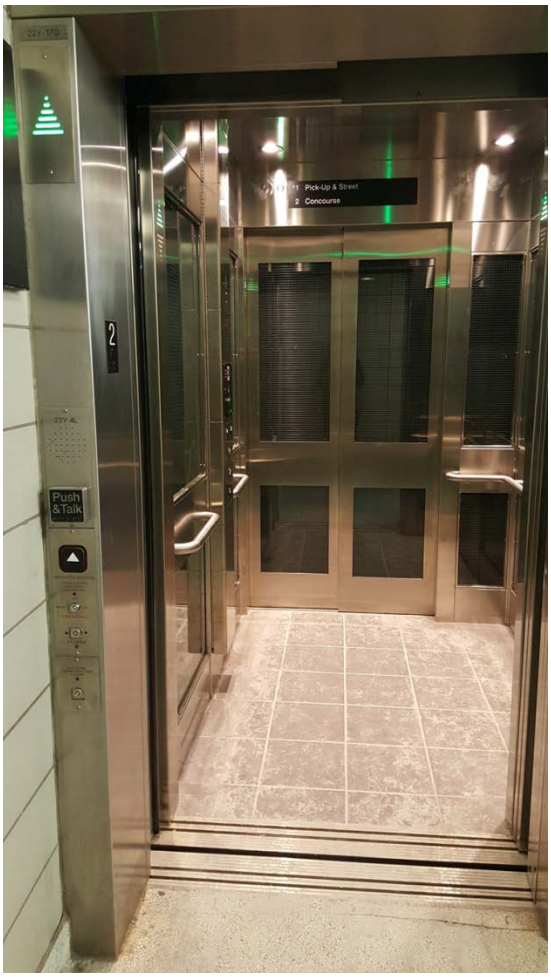

Figure 1: Modernized Elevator at Finch Station

3.2. Vehicles

Conventional Buses

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

How we met our commitment: The last high-floor lift-equipped bus was retired on December 4, 2015. All TTC buses are now low-floor and equipped with ramps, which are easier for customers to use and have significantly-improved reliability when compared to lift-equipped buses. All future TTC bus purchases will be low-floor models.

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 met this commitment: The visual announcement screens on the Toronto Rocket trains feature arrows pointing to the side of the train on which the doors will open at the next station. In 2015, work began to implement audible door opening side announcements on these trains, to complement the arrows. All Toronto Rocket train sets will be modified to introduce these audible announcements in 2016.

3.3. Wheel-Trans Services

Policies and Procedures

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: A Ten Year Wheel-Trans Strategy was developed in 2015, in consultation with ACAT, and was presented to the Board in February 2016. This plan includes fundamental changes to the Wheel-Trans service model, most importantly a transition to a "family of services" model. This new service delivery model will transition those customers categorized as conditionally eligible to the conventional system on a trip-by-trip basis for part or all of their transit trip, depending on their ability to use conventional transit.

A key component of the Wheel-Trans Strategy is revised eligibility criteria for Wheel-Trans customers. Refer to Section 4.3 for additional information.

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

How we will meet our commitment: Effective December 2015, Wheel-Trans began calling customers with an automated message to alert them when they receive a no-show or have a late cancelation. The goal is to remind customers of these important policies so that we can reduce these occurrences.

Customer no-shows and late cancellations affect our ability to provide customers with trips, and represent a considerable cost to the TTC. A no-show occurs when a driver arrives at the scheduled destination at the scheduled time, waits an additional five minutes, and is unable to locate the customer. A late cancellation is any trip that is cancelled on the actual day of service instead of the day before. When a late cancellation occurs, it is unlikely that a different customer will request a trip with similar origins and destinations on the same day that would fit into the time slot vacated by the late cancellation, thus, this capacity is usually lost for the day.

The current policy allows up to a maximum of four days with late cancellations and/or no-shows each month. Service will be temporarily suspended after the fifth late cancellation and/or no-show. The automated call-out will alert customers when they receive their first and fourth no-show or late cancellation.

3.4. Customer Service Initiatives

PRESTO Fare Card System

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

How we met our commitment: PRESTO Self-Serve Reload Stations entered service at PRESTO-equipped TTC subway stations in Q4 2015. These machines were delivered with accessibility features similar to the Fares and Transfer machines, including all components at an accessible height, audio mode, and Braille labels.



Figure 2: New PRESTO Self-Serve Reload Devices at Finch Stn

4. Ongoing Accessibility Improvement Plans, 2016-2018

Work to achieve the remaining 23 objectives in the *2014-2018 TTC Accessibility Plan* is underway. 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 2015, new accessible entrances with elevators were completed at Queen's Park and Sheppard-Yonge Stations. In addition to making it easier for all customers to enter these stations, this elevator redundancy helps to eliminate long detours for customers when other station elevators are out of service for maintenance.

Work is planned to begin on the St Patrick Station Easier Access project in 2016. A new accessible entrance through an adjacent property development will replace the existing sidewalk staircase entrance on the northwest corner of University Avenue and Dundas Street West, which will be a key part of making this station accessible.

Preliminary design work is progressing to replace the existing elevator at the main entrance of Sheppard-Yonge Station with a new accessible entrance and elevator integrated into the adjacent shopping centre. The elevator is proposed to be moved indoors and no longer directly exposed to the outdoor elements, which would help to improve the reliability of this device.

TTC is also working with property developers at Bay and Lawrence Stations to provide elevators from street level to concourse level at these locations, in conjunction with upcoming Easier Access work at these stations. In the future, TTC will continue to work with property developers, whenever opportunities arise.

Elevators and Barrier-Free Paths

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

Why we will not meet our commitment: Work is underway to make more subway stations accessible as part of the TTC's "Easier Access" station accessibility retrofit program. We currently expect to complete accessibility retrofits at six additional stations by 2018, which is short of our original commitment made in 2014 to complete nine additional stations by 2018.

Construction began at St Clair West, Woodbine, Coxwell and Ossington Stations in 2014. Construction at Ossington Station has progressed well, and the station is now expected to be completed in 2016. Easier Access construction at Woodbine and Coxwell Stations is expected to be completed in 2017.

At St Clair West station, significant delays have occurred due to property acquisition. Therefore, the timeline for completion of the elevator between street level and the bus/streetcar platform remains unknown at this time. Construction of the elevators from the subway platforms to the bus/streetcar platform are on schedule for completion in 2016.

The design process for Royal York, Wilson, Runnymede, King, and Yorkdale stations has fallen behind schedule as these stations are very challenging for many reasons, including property acquisitions, complex design elements, limited access, utilities, operational constraints, etc. Construction work at these stations is now expected to be completed in 2019. However, in order to maintain a commitment to continue making stations accessible, the design and construction schedules for Dupont and St Patrick Station have been advanced, and these stations are now expected to be completed in 2018.

The current schedule for Easier Access improvements at subway stations is as follows:

Stations	**Complete by**
St Clair West – Subway to bus/streetcar only	2016
St Clair West – Street to bus/streetcar	TBD
Ossington	2016
Woodbine	2017
Coxwell	2017
Dupont	2018
St Patrick	2018
Wilson	2019
King	2019
Royal York	2019
Runnymede	2019
Yorkdale	2019
Wellesley	2019
Sherbourne	2020
Chester	2020
Bay	2020
College	2020
Donlands	2021
Spadina	2021
Lawrence	2021
Lansdowne	2021
Keele	2021
Greenwood	2022
Christie	2023
Castle Frank	2023
Summerhill	2023
High Park	2023
Museum	2024
Rosedale	2024

Old Mill	2024
Glencairn	2025
Warden	2025
Islington	2025

All schedules are subject to change.

Funding for accessibility improvements at subway stations is discussed, in detail, in the Financial Impact section, above.

Toronto York Spadina Subway Extension (TYSSE)

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

How we will meet our commitment: 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: Replace five escalators to improve reliability by 2018.

How we will meet our commitment: TTC plans to replace five escalators at subway stations 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 in 2016. This new system will reduce elevator and escalator downtime during unplanned outages by immediately alerting maintenance staff to outages, allowing response personnel to be dispatched faster. When fully operational, this system will enable TTC to provide more timely notifications of elevator and escalator outages to customers, allowing customers to plan alternate routes in advance.

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 the new low-floor streetcars 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 the end of 2019, as planned.

510 Spadina was designated as accessible in January, 2016. 509 Harbourfront will follow in Spring 2016 and 511 Bathurst by the end of 2016. This means that the majority of vehicles on these routes will be accessible; however, due to maintenance and operational requirements, it is possible that a small number of streetcars operating on these routes will not be accessible at times of the day. All stops on these routes will be accessible, except for the westbound stop on Fleet Street at Bathurst Street on routes 509 and 511, which is pending City of Toronto sidewalk extension construction work. All streetcar routes will be designated as accessible by the end of 2019.

It is important to note that up to 40 high-floor Articulated Light Rail Vehicle (ALRV) streetcars will remain in the TTC streetcar fleet until 2024 to accommodate increasing ridership on the streetcar route network, until additional low-floor streetcars can be acquired. The ALRV streetcars are not accessible. Current plans are for the ALRV streetcars to be mixed among low-floor vehicles and allocated to the busiest streetcar routes, at busier times of the week only, to ensure minimal wait times before an accessible vehicle arrives.

Conventional Buses

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

How we will meet our commitment: The TTC is working with the City to widen sidewalks or install concrete pads at bus stops throughout Toronto in order to allow sufficient room for bus ramp deployment. $200,000 per year has been included in the TTC 2016-2025 Capital Budget through 2024 for this purpose. It is important to note that there may still be stops that cannot be made accessible due to a lack of space available at or around the stop location. In these cases,

customers will need to board at the preceding or following stop, or at the next available safe location, as determined by the bus Operator.

4.3. Wheel-Trans Services

Service Integration

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

How we will meet our commitment: The AODA IASR requires all Ontario specialized transit providers, including the TTC, to update their eligibility requirements for paratransit services (e.g., Wheel-Trans), to introduce conditional eligibility for customers who have the ability to use conventional transit for some of their trips, or a segment of their trips. Additionally, other customers with disabilities beyond those with physical mobility challenges will be accommodated on Wheel-Trans if they cannot use the conventional transit system. These changes will be reported separately to the Board in 2016.

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: In 2017, the TTC is planning to revise the next stop announcements on express bus routes to include arrival information, once resources are available to complete this work.

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

How we will meet our commitment: Pre-boarding route and destination announcements are currently available on request on the TTCs older streetcars and on all buses. 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 on subway trains by 2017, with funding approved at the November 23, 2015 Board meeting.

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: In 2015, elevator buttons dating from the installation of the 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 2016-18, staff will pursue replacement of other associated elevator signage for consistency with modern standards.



Figure 3: Original and Modernized Elevator Control Buttons

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

How we will meet our commitment: This item is contingent on approval of a business case for further development and implementation of this concept and will be reported on in an upcoming Accessibility Plan Status Report.

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 was approved as part of the 2015 TTC budget process. This project aims to provide improved notifications of elevator and escalator outages on Station Information Screens in subway stations, before customers pay a fare. Development of a strategy to deploy these notifications, using the information provided by the future elevator and escalator real time monitoring system (described above in section 4.1) is now underway.

PRESTO Fare Card System

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, when the PRESTO rollout has completed.

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 upgraded its public address system in seven additional stations in 2015 to ensure that 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

Several new accessibility projects were underway in 2015 beyond those originally included in the *2014-2018 Accessibility Plan*. These include:

- Platform Edge Improvements – Eglinton Station
- PRESTO Fare Gates at Subway Stations
- Line 3 (Scarborough) Accessibility Upgrades
- Transit Fare Equity
- Customer Education on Accessibility

Platform Edge Improvements – Eglinton Station

In response to ACAT advice and customer feedback from the 2014 Public Forum on Accessible Transit, TTC staff designed, tested, and implemented improvements to the subway platform at Eglinton Station, to make it easier for customers using mobility devices to board subway trains at this location. In mid-2015 the platform edge was modified at the south end of the centre subway platform, in the vicinity of the elevator, to better align with the height of subway trains. Customer feedback on these improvements has been overwhelmingly positive. TTC staff are now working to see if similar improvements can be made at other stations.



Figure 4: Before and After Photos of Platform Edge Improvements at Eglinton Station

PRESTO Fare Gates at Subway Stations

Starting in 2016, new PRESTO-enabled fare gates will be deployed to all TTC subway stations as part of the rollout of the PRESTO Fare Card system. These fare gates will completely replace all existing entry and exit turnstiles at main entrances, high entry and exit turnstiles at automatic entrances, Easier Access Portal Units (EAPUs) at automatic entrances, and accessible entry doors at Line 4 (Sheppard) automatic entrances.

In addition to several standard width fare gates, most subway stations will be equipped with two wide accessible fare gates at the primary station entrance, an improvement from the single accessible fare gate at most stations today. Automatic entrances currently equipped with EAPUs or accessible entry doors will also be equipped with two accessible fare gates. All other

automatic entrances will include one wide fare gate, improving access for customers with bicycles, strollers, or other large items.



Currently, only customers paying with tokens or Metropasses can use automatic entrances. Once PRESTO is fully deployed at the TTC, customers paying with all types of fares and fare concessions (senior, student, child, etc.) will, for the first time, be able to use any station entrance by tapping their PRESTO card.

The replacement of the current EAPUs with fare gates will also be a significant accessibility improvement for customers. The EAPU devices currently accept payment by token and Metropass only, and have not proven to be as reliable as our customers expect.

Figure 5: New PRESTO-Enabled Fare Gates

Line 3 (Scarborough) Accessibility Upgrades

In 2016, work will begin to retrofit Line 3 (Scarborough) trains for improved accessibility, as an interim measure until the Scarborough Subway Extension opens. This work will include removal of eight seats on each train car to implement multi-purpose seating areas that can accommodate customers using mobility devices, new pull down handholds at the multi-purpose areas, and improved lighting and aesthetics throughout.

Transit Fare Equity

TTC and ACAT members are participating on the City of Toronto's Transit Fare Equity Advisory Committee. As per the report received by the Board at its November 18, 2013 meeting, it is beyond the mandate and expertise of the TTC to effectively resolve broader social and community issues related to income distribution. In July 2014, City Council directed staff from various City departments to work together to prepare a Transit Fare Equity plan to make the TTC more affordable for low-income Torontonians. This will complement ongoing transit expansion throughout Toronto. The TFE plan is due in 2016, and will include eligibility criteria, costs, and options for pursuing funding partnerships.

Customer Education on Accessibility

TTC has heard from our customers with disabilities that a stronger emphasis is needed on public education regarding accessibility matters. In addition to ongoing customer education about the TTCs Priority Seating program, the TTC is working with the City of Toronto on a "Stay Focused. Stay Safe" safety campaign. In January, 2016, two new advertisements were launched as part of this campaign, which emphasize the proper procedures for customers to follow when people using mobility devices are boarding and alighting buses. The campaign aims to educate

the public that people using mobility devices should board buses first and exit last, and that customers should be careful and stand clear when the ramp is deploying. A customer education video is also planned for 2016.



Figure 6: "Stay Focused. Stay Safe" Advertising Campaign

6. Ongoing Accessibility Standards Compliance

The TTC is committed to meeting the requirements of Provincial accessibility legislation, including the AODA Integrated Accessibility Standards Regulation (IASR). TTC is in compliance with all requirements of the IASR that are in effect to date.

One requirement of the IASR takes effect in 2016 for large public sector organizations, including the TTC: maintenance of accessible elements of exterior public spaces. TTC's procedures regarding these maintenance activities are attached in Appendix 1.These procedures were developed in consultation with ACAT.

Planning is well underway to implement the IASR requirements that will come into effect in 2017, namely Wheel-Trans eligibility changes and external pre-boarding announcements, as described in section 4.

Contact

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Attachment: Appendix 1: Preventative and Emergency Maintenance of Accessible Elements in Public Spaces
Appendix 2: Completed Accessibility Plan Objectives by Year

Appendix 1: Preventative and Emergency Maintenance of Accessible Elements in Public Spaces

Pursuant to the Integrated Accessibility Standards Regulation (section 80.44) under the Accessibility for Ontarians with Disabilities Act, the TTC has procedures in place for preventative and emergency maintenance of accessible elements in its public spaces. Accessible public space elements maintained by the TTC include exterior paths of travel, such as walkways, stairs, and ramps, where these elements are not already covered by the Ontario Building Code, and parking lots.

The TTC's procedures include the following:

- Managers of the workforce areas responsible for maintaining accessible elements in the TTC's public spaces, in conjunction with appropriate personnel, will develop preventative maintenance schedules, as required, to keep the elements in good working order or restore them to their original condition when necessary.
- To the extent possible, notice regarding any disruption to accessible elements due to planned maintenance or repairs affecting customer accessibility will be posted in advance, including information about the disruption, its anticipated duration, and a description of alternative accessible elements that may be available. This notice may be provided by posting notices in a conspicuous place on TTC premises, the TTC's website and/or such other method as is reasonable under the circumstances.
- TTC personnel will inspect applicable accessible elements that are available for use by the public on TTC premises on a regular basis. Any elements that are found to have defects or need maintenance will be identified and reported to TTC's Industrial Maintenance or Transit Control centres so they can be addressed. Typically, a work order will be generated and sent to the workforce area responsible for maintaining the elements and, upon review, arrangements will be made to dispatch the appropriate crew(s), personnel and/or contractor(s) to correct the defect(s) or perform the necessary maintenance.
- In the event the TTC receives third party information that an accessible element needs maintenance or repairs, the information will be sent to the applicable workforce area, so the element can be inspected and appropriate action taken, as noted above.
- In cases where it is determined that emergency maintenance or repairs to an accessible element are required, the element will be taken out of service and the necessary repairs will be assessed and addressed as a priority.
- To the extent possible, TTC personnel will ensure steps are taken to divert individuals from accessible elements that are not in working order or pose a danger to safety, and to provide information regarding any alternate useable elements that exist. Steps taken may include putting in place barriers and temporary wayfinding signage, and/or posting notices, as indicated below.

- Notice of a disruption to an accessible element due to unplanned maintenance or repairs will be provided as soon as practically possible and, to the extent possible, will include information about the disruption, its anticipated duration, and a description of alternative accessible elements that may be available. This notice may be provided by posting information notices in a conspicuous place on TTC premises, the TTC's website and/or such other method as is reasonable under the circumstances.

Last Revised: December 2015

Appendix 2: Completed Accessibility Plan Objectives By Year

Key area	Our commitment in 2014	Year Completed
Stations and Facilities	Review TTC design standards in 2014 and implement changes to incorporate new legislative requirements	2014
Stations and Facilities	Complete accessibility retrofits at Dufferin and Lawrence West stations in 2014	2014
Stations and Facilities	Open a new accessible entrance at Queen's Park Station in 2014	2015
Stations and Facilities	Open a new accessible entrance at Sheppard-Yonge Station in 2014	2015
Vehicles	Launch the first accessible streetcar route in 2014	2014
Vehicles	Review all inaccessible bus stops in 2014 to determine if these can be made accessible.	2014
Vehicles	Begin to install exterior door chimes at all Toronto Rocket train doors in 2014	2014
Vehicles	Begin to install improved inter-car barriers on all Toronto Rocket trains	2014
Wheel-Trans Services	Increase the number of staff available to answer reservation request calls in 2014	2014
Wheel-Trans Services	Reduce the number of no-shows for eligibility assessment interviews.	2014
Wheel-Trans Services	Upgrade the Wheel-Trans website in 2014 to enable customers to add new addresses online	2014
Customer Service	Install new priority seating decals on all TTC vehicles in 2014	2014
Customer Service	Launch a new priority seating public education campaign in 2014	2014
Customer Service	Introduce blue seat fabric in priority seating areas starting in 2014	2014
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	2014
Customer Service	Install 28 NVAS LCD, 33 SIS LCD, and 23 LED screens at subway stations in 2014	2014
Customer Service	Fare vending machines are accessible when introduced on new streetcars and busy streetcar stops in 2014	2014
Customer Service	In 2014, upgrade the public address system in 20 subway stations to make announcements easier to hear and understand	2014
Customer Service	Upgrade the public address system in all subway stations by 2018	2014

Key area	Our commitment in 2015	Year Completed
Vehicles	Replace all high-floor lift-equipped buses with new low-floor buses by 2016	2015
Vehicles	Determine feasibility of audible notification of the side of the train on which doors will open at each station.	2015
Wheel-Trans Services	Develop a service integration plan in 2014-15 to transition some Wheel-Trans customers to the conventional system.	2015
Wheel-Trans Services	Implement a new policy to discourage repetitive late cancellations and no-shows.	2015
Customer Service	PRESTO Self-Serve Reload Station (previously referred to as Add Value Machines) will be accessible when introduced in subway stations starting in 2014-15	2015
Stations and Facilities	Rebuild 5 elevators to improve reliability by 2015	2017 (planned)