Re: DI8.3

2016 Accessibility Plan Status Report

Disability Access and Inclusion Advisory Committee – April 19, 2016

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Background

- **2014-18 TTC multi-year accessibility plan approved by TTC Board in April 2014**

- **Since 2014, all large public sector organizations (i.e. TTC) must report on progress annually: AODA**

Measureable goals and objectives

- **Goals in four broad areas:**
  1. Stations and Facilities
  2. Vehicles
  3. Wheel-Trans Services
  4. Customer Service Initiatives

- **41 accessibility improvement objectives**

Consultation

Ongoing consultation influences TTC accessibility planning efforts:

- **Advisory Committee on Accessible Transit (ACAT)**
- **Public Forum on Accessible Transit**
  - New venue and introduction of live streaming in 2015
- **People in Motion Show**
- **Ongoing customer feedback**

Accessibility Objectives, 2015

- **2015: Six objectives targeted for the year**
  - Five completed on-schedule
  - Major project scope change for the Elevator Overhaul Project. Completion date revised to 2017.
  - Remaining objectives are in progress

Accessibility Objectives, 2015

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 five elevators to improve reliability by 2015	✗

Accessibility Objectives, 2015

- **High-Floor Buses Replaced**
  - Last high-floor bus retired in December
  - All future buses will be low-floor with ramps





High-Floor Buses with Steps and Lifts Replaced with Low-Floor Ramp Buses

Accessibility Objectives, 2015

- **Elevator Overhaul Project**
  - Dundas West and Finch in 2015.
  - Complete replacement of entire elevator with new, more reliable parts.
  - Kennedy Station – 2016
  - Bathurst Station - 2017



Modernized Elevator at Finch Station

Ongoing Accessibility Improvements

- **23 objectives now completed – 2014 to 2015**
- **18 objectives remaining – 2016 to 2018**
- **Major planned initiatives include:**
  - Easier Access upgrades at 6 additional stations
  - External route announcements: 2017
  - Revise Wheel-Trans eligibility criteria: AODA
  - Real-time elevator and escalator monitoring system

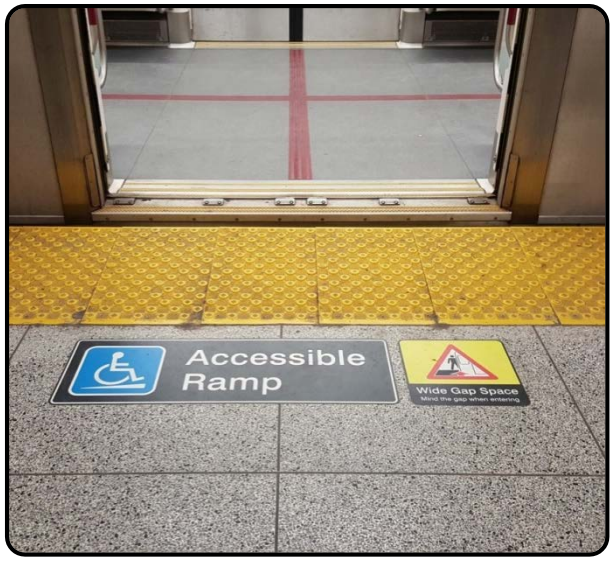
Funding

- **$462.8M budgeted for 2016 through 2025 to improve TTC accessibility; major items:**
  - Elevators at all subway stations
  - Replacement of older elevators
  - External route announcements on vehicles
  - Bus stop improvements

- **Budget includes restoration of full funding for "Easier Access" accessibility improvements**

New Initiatives

- **Report also includes updates on new initiatives since the 2014 Plan was approved:**
  - Platform Edge Improvements at Eglinton Station
  - PRESTO Fare Gates at Subway Stations
  - Line 3 (Scarborough) Accessibility Upgrades
  - Transit Fare Equity
  - Customer Education on Accessibility





New Initiatives

- **Customer education campaign:**
  - Print and poster ads launched in January
  - Education video planned for 2016



Questions?