DI12.5

October 13, 2016

To: Disability, Access and Inclusion Advisory Committee

Re: Accessible Bus Routes

Background:

Currently, not all bus stops are up to code to be optimally accessible yet there are many TTC customers that require accessible bus stops in order to use the service and arrive at their desired destinations. The TTC has indicated that there is a policy that allows customers to be dropped off at locations near or between bus stops that are deemed to be both accessible and safe by the customer. However, the policy is not always applied when a bus stop has been classified as inaccessible by the City of Toronto, Transportation Services. There should be a consistent practice in place that prioritizes access to transit (i.e. pulling up to a curb, and moving away from street furniture) to enhance TTC services for all riders. The classification of accessible/ inaccessible bus routes should be reviewed and revised or eliminated so that it does not conflict with TTC policies.

Recommendation:

That the Disability, Access and Inclusion Advisory Committee recommends that the Executive Committee:

1. Request the General Manager, Transportation Services, in consultation with the Toronto Transit Commission, to review the process for classification of accessible and inaccessible bus routes to determine how it is impacting TTC policies and whether any improvements can be made so that accessibility options are improved on bus routes.

2. Recommend that City Council request the Toronto Transit Commission to ensure the policy that allows customers be dropped off between bus stops at locations that are deemed to be accessible and safe by the customer, is being applied consistently.

Respectfully submitted,

Terri-Lynn Langdon