

Re: EX15.20



2016 Accessibility Plan Status Report

Disability Access and Inclusion Advisory Committee – April 19, 2016

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Toronto Transit Commission**





- **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**





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**



- **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	✗



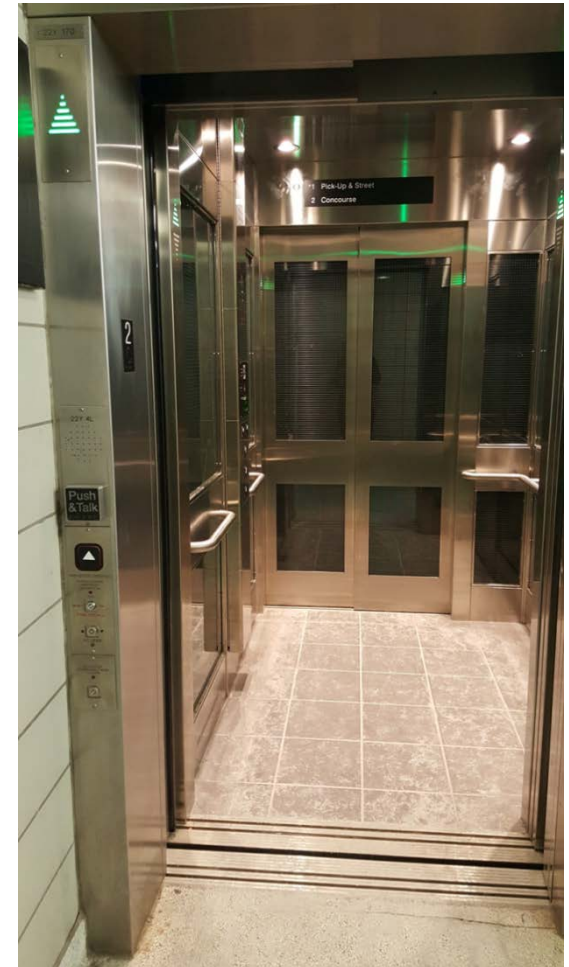
- **High-Floor Buses Replaced**
 - Last high-floor bus retired in December
 - All future buses will be low-floor with ramps



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

- **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**



- **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

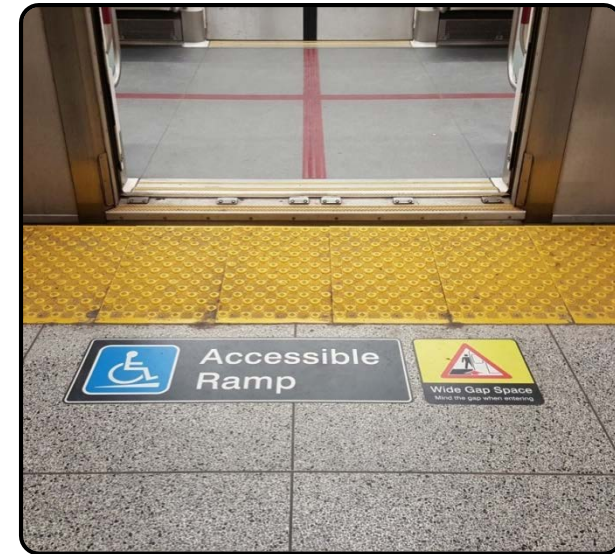




- **\$462.8M budgeted for 2016 through 2025 to improve TTC accessibility; major items:**
 - Elevators at all subway stations
 - Replacement of older elevators
 - External route announcements on vehicles
 - Bus stop improvements
- **Budget includes restoration of full funding for “Easier Access” accessibility improvements**



- **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





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



**STAY FOCUSED.
STAY SAFE.**

People using mobility devices
board TTC vehicles first and exit last.





Questions?

