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

<table>
<thead>
<tr>
<th>Key area</th>
<th>Our commitment in 2015</th>
<th>How we did</th>
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<tbody>
<tr>
<td><strong>Vehicles</strong></td>
<td>Replace all high-floor lift-equipped buses with new low-floor buses by 2016</td>
<td>✔</td>
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<td><strong>Vehicles</strong></td>
<td>Determine feasibility of audible notification of the side of the train on which doors will open at each station.</td>
<td>✔</td>
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<td><strong>Wheel-Trans Services</strong></td>
<td>Develop a service integration plan in 2014-15 to transition some Wheel-Trans customers to the conventional system.</td>
<td>✔</td>
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<td><strong>Wheel-Trans Services</strong></td>
<td>Implement a new policy to discourage repetitive late cancellations and no-shows.</td>
<td>✔</td>
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<td><strong>Customer Service</strong></td>
<td>PRESTO Self-Serve Reload Station (previously referred to as Add Value Machines) will be accessible when introduced in subway stations starting in 2014-15</td>
<td>✔</td>
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<td><strong>Stations and Facilities</strong></td>
<td>Rebuild five elevators to improve reliability by 2015</td>
<td>✗</td>
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• **High-Floor Buses Replaced**
  - Last high-floor bus retired in December
  - All future buses will be low-floor with ramps
• **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
• 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
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?