



# RACHEL CHERNOS LIN



**City Councillor**  
**Ward 15 - Don Valley West**  
100 Queen Street West, Suite A12  
Toronto, ON M5H 2N2

Councillor\_ChernosLin@toronto.ca  
416-395-6408

Date: June 10, 2026

**Infrastructure and Environment Committee**  
**Toronto City Hall**  
**100 Queen Street W., Toronto, ON M5H 2N2**

**RE: Improvement of Tactile Wayfinding in Line 5 Stations**

Dear Chair and Colleagues,

Since the opening of the Eglinton Crosstown LRT, we have heard from many residents about the impact it has made on their day-to-day lives. Having access to higher order transit opens alternative transportation options and connections to the rest of the City – especially for those with disabilities or mobility challenges which may complicate other modes of transportation.

Unfortunately, it has recently been highlighted by disability advocates that wayfinding along the new line is not up to standard. In particular, the tactile wayfinding floor tiles in many new stations along Line 5 direct riders only to elevators, not to stairs or escalators. When elevators are out of service for maintenance and repairs, this leaves riders who are visually impaired without guidance to alternatives.

The design of stations along Line 5, and throughout our transit network, should prioritize accessibility for all riders. The deficiencies identified in the new Crosstown LRT stations should be addressed as soon as possible.

**Recommendation**

1. City Council request the Toronto Transit Commission Board to work with Metrolinx, in consultation with the Toronto Accessibility Advisory Committee, to improve tactile wayfinding for those with visual impairments in stations along Line 5 to ensure that riders can safely navigate to escalators, elevators and stairs, and to establish this as a standard approach for future stations and existing stations undergoing refurbishment.

Yours truly,

**Councillor Rachel Chernos Lin**

Ward 15 – Don Valley West