



Notice of Motion

Audible Stop Announcements on Line 5 and Line 6

Moved by: Commissioner Saxe

Seconded by: Chair Jamaal Myers

Recommendation

Subject to approval by the Official Monitor as appointed by the Ontario Human Rights Tribunal, the TTC Board approve the following recommendations:

1. That the TTC adopt a quarterly audit cycle for stop announcement compliance requirements arising from *Lepofsky v. TTC #1* (2005) and *Lepofsky v. TTC #2* (2007), applicable across all TTC operated modes, including Lines 5 (Eglinton Crosstown) and 6 (Finch West), with audit findings consolidated and reported annually.
2. That the TTC advise the Human Rights Tribunal of Ontario, and the Official Monitor, that it will consent to the application of the audible route stop announcement requirements in *Lepofsky v. TTC #2* to Lines 5 and 6, treating the LRT vehicles to the extent that compliance is within TTC's authority or capacity, and that audits for these lines will identify stop announcement issues and any actions taken with respect to TTC staff involvement, while acknowledging that TTC cannot be held accountable for, and will not report on, corrective actions related to technical operating systems owned, maintained, or controlled by third parties.
3. That the TTC continue the established practice of raising issues, proposed improvements, and suggestions related to stop announcement monitoring and reporting directly with the Human Rights Tribunal of Ontario designated Official Monitor, and allowing for the evolution of oversight practices as system modernization continues, in support of conducting reviews that meaningfully serve the accessibility community.
4. That the TTC continue established practices to ensure stop announcements and related fail-safes remain core elements of operator training for all modes TTC operates, including buses, streetcars, subways, and Lines 5 and 6, with clear expectations regarding operator responsibilities when automated systems fail.
5. That the TTC continue established protocols requiring operators to promptly notify designated personnel when automated stop announcement systems are not operating consistently or reliably.

6. That the TTC request that Metrolinx and its vehicle maintainers for Line 5 and Line 6 properly maintain the automated stop announcements systems and ensure that those systems comply with the *Accessibility for Ontarians with Disabilities Act*.

Summary

In 2005 and 2007, the Human Rights Tribunal of Ontario (Tribunal) ruled that TTC must consistently and reliably announce aloud all subway stops (2005) and bus and streetcar stops (2007).

In both cases, the Tribunal made a series of consequential orders, such as appointing an Official Monitor to oversee TTC compliance and to work with the parties to resolve any disputes and requiring TTC to audit its route stop announcements and monthly report its level of compliance to the Tribunal. These orders continue to be in force. Monthly monitoring and reporting has continued for about 20 years, showing little variation and a high level of compliance.

There is now a dispute relating to the application of Tribunal's previous decisions as they relate to Line 5 and Line 6. For Line 5 and Line 6, Metrolinx is the owner of the vehicles and the maintenance of the vehicles, including the automated stop announcement system are contracted by Metrolinx to third parties.

A mediation to attempt to resolve the outstanding issues is now scheduled.

The recommendations noted above is an attempt to amicably resolved the dispute without the need for mediation or further litigation.

Date: April 8, 2026