



2026 Accessibility Plan Status Report

Date: July 22, 2026
To: TTC Board
From: Chief Strategy and Customer Experience Officer
Chief Transportation Officer
Chief Capital Officer

Recommendations

It is recommended that the TTC Board:

1. Receive this report for information.

Summary

The 2026 Accessibility Plan Status Report (Status Report) describes the TTC's progress toward achieving the objectives of the 2024-2028 TTC 5-Year Accessibility Plan (5YAP), and it fulfills provincially legislated requirements in the Integrated Accessibility Standards Regulation (IASR) under the Accessibility for Ontarians with Disabilities Act (AODA) to prepare an annual status report on the progress of measures taken to implement the 5YAP, and steps taken to comply with the IASR. The Status Report also includes updates on the Wheel-Trans Transformation Program and Easier Access Program for a comprehensive update on accessibility initiatives.

The 5YAP identified 46 specific initiatives to improve the accessibility of TTC services and facilities for customers by the end of 2028. By the end of 2026, it is expected that eight of these initiatives will have been completed, with a further 21 in progress and four not yet started. The remaining 13 initiatives are ongoing, comprising regular review, planning, and design activities that are not intended to have a set end date.

Significant 5YAP accomplishments that have been or are expected to be achieved by the end of 2026 include:

- Completing Easier Access Program construction at four additional subway stations (College, Museum, Spadina, and King), at which time a total of 68 of 70 (97%) subway stations will be accessible.
- Ongoing construction of new accessible third-party entrances to York Mills, Sheppard-Yonge and St Patrick Stations.
- Replacing old red bench seating on Line 1 and Line 2 trains with new bench seating that includes integrated back and armrests.
- Installing upgraded platform edge tiles to reduce the gap between subway trains and platforms at seven station platforms; 32 stations have been completed so far

and four stations with horizontal and vertical platform edge tiles are planned to be completed in 2026.

- A pilot to equip Customer Service Agents with digital tablets at Union, TMU, and Bloor-Yonge Stations, to better support interactions with customers, including wayfinding and multilingual translation support.
- An e-paper and digital signage pilot, which will allow customers to access real-time service information in both visual and audible formats at surface stops, and new digital signage at the Bathurst and King Station entrances, and at the Fleet Hub for the FIFA World Cup. The pilot includes approximately 75 surface stops along different routes.
- A vendor has been selected for a new Interactive Voice Response (IVR) system for Wheel-Trans.
- A vendor has been selected to replace the Mobile Data Terminal/Automatic Vehicle Location (MDT/AVL) system for Wheel-Trans.
- Begin developing an implementation plan for the accessibility audit of built environment elements of TTC employee facilities.

Attachment 2 provides further details on 5YAP initiatives and accomplishments to date.

Background and Analysis

The TTC strongly believes that its customers should enjoy the freedom, independence, and flexibility of travel anywhere on its transit system. The TTC's commitment to providing accessible transit is also at the forefront of its 2024-2028 Corporate Plan.

The TTC is making progress on the 46 initiatives identified in the 5YAP. The work is consistent with the AODA and IASR, with respect to goods, services, facilities, accommodation, employment, buildings, structures, and premises. The Status Report provides an update on the initiatives which, upon completion, will help the TTC achieve a modern, inclusive, and accessible public transit system for all.

5YAP consultation

To help inform the 5YAP, the TTC undertook a two-phase consultation process. The consultations included pop-up events in subway stations and at community events and hubs, focus groups with customers and with frontline employees, discussions with members of the Advisory Committee on Accessible Transit (ACAT), and online surveys. There were approximately 800 online survey responses, and more than 1,000 interactions across the two phases of consultations. The TTC's Access, Equity, and Inclusion (AEI) Department also contributed content to the 5YAP, including dedicated actions and initiatives focused on employee accessibility improvements.

The TTC develops, reviews, and updates its accessibility initiatives by completing thorough consultations with the diverse communities it serves, including people with disabilities, seniors, and throughout the year with ACAT members. ACAT's recommendations have resulted in a significant number of improvements to the TTC's service delivery, including:

- Easier Access Program subway station retrofits;
- Accessibility education for customers;
- Frontline staff accessibility training;
- Third-party accessible entrance connections; and
- Wheel-Trans policy changes.

In October 2025, the TTC held its 18th annual Public Forum on Accessible Transit. The ideas and suggestions presented by individuals who participated in the forum continue to influence the TTC's planned accessibility initiatives, as described later in the Status Report.

The goal of the Wheel-Trans Transformation Program (WTP) is to help make the TTC more accessible, equitable, inclusive, and sustainable for existing and future customers. In accordance with the IASR under the AODA, Wheel-Trans service and eligibility criteria have been expanded to include any persons who have a disability that prevents them from consistently using accessible-conventional transit for all or part of their trip. A key part of the WTP is the Family of Services program.

Family of Services

The Family of Services (FOS) delivery model integrates specialized service into the TTC's broader suite of accessible-conventional bus, streetcar, subway, and LRT services, providing Wheel-Trans customers with greater access, flexibility, and travel options. While some customers will continue to require door-to-door Wheel-Trans service as their primary or sole means of travel, others with conditional eligibility status can access a combination of services and support tools through the FOS model. The TTC has consulted extensively with ACAT, Wheel-Trans customers, members of the public, community organizations and partners (including the University Health Network, the Ontario Human Rights Commission, Local Health Integration Networks, and the Ontario Medical Association) to ensure that the WTP is carried out in a manner that is accessible and inclusive.

FOS Equity Impact Analysis

In December 2024, the TTC Board directed staff to conduct an equity analysis of the Family of Services program following concerns that it may disproportionately affect residents of low-income and racialized neighbourhoods, particularly Malvern, Lawrence Heights, and Rexdale. The analysis, led by the TTC's Access, Equity and Inclusion Department with Wheel-Trans, drew on trip data, predictive modelling, customer surveys, consultations, media review, and a jurisdictional scan.

Family of Services is a voluntary model that lets eligible Wheel-Trans customers complete all or part of a trip using accessible conventional TTC service while retaining the option to request door-to-door Wheel-Trans service. The review found no evidence that Family of Services trips are disproportionately concentrated in low-income neighborhoods or that the program is used at materially higher rates by low-income racialized customers.

Historical trip data and predictive modelling showed that Family of Services use generally reflects where Wheel-Trans customers live, with high-use areas spanning a range of income levels. Customer survey results similarly showed broad awareness that the program is optional and comparable usage among low-income racialized and low-income non-racialized respondents.

Consultations and media review identified ongoing customer concerns, including wayfinding, transfers, safety, route connectivity, customer service consistency, environmental barriers, and digital booking tools. However, participation levels were too limited to support reliable conclusions about disproportionate impacts on specific communities.

Overall, the analysis found no quantitative evidence that Family of Services disproportionately affects low-income, racialized, or equity-seeking communities. However, limitations in participation levels during consultations mean the experiences of some communities may not have been fully captured, underscoring the need for continued engagement and improved identity-based data collection.

Recommended next steps include improving voluntary identity-based data collection, deepening engagement with disability-serving and equity-seeking communities, consulting ACAT on implementation opportunities, and addressing service inconsistencies between conventional TTC and Wheel-Trans operations.

Regional specialized transit coordination

The TTC's work with regional service providers also continues to ensure the elimination of barriers to cross-boundary travel. A guiding principle of the IASR under the AODA is to provide equitable access to services. The TTC seeks to ensure that cost-share agreements with neighbouring regional transit service providers are entered into equitably so that consistent service levels are available for all Wheel-Trans customers.

Regional transit providers are committed to improving transfer locations (regional transfer locations), so they are safe, secure, and support all transfers, including FOS transfers, and that customer layover times are minimized with a goal of 15 minutes or less. Wheel-Trans is carefully monitoring all trips scheduled to and from the Regional Transfer locations and making the necessary trip time adjustments. This has been a priority for all regional transit providers through the work being done by the Greater Toronto and Hamilton Area Specialized Transit Working Group.

Easier Access Program Update

Since the last update to the Board in September 2025, the Easier Access Program has progressed with the accessibility of Rosedale Station in October 2025 and Lawrence, Warden, Christie, and Summerhill stations in December 2025. High Park Station was made accessible earlier in March 2025. The overall 2025 milestone target of five stations was exceeded by making six stations accessible in 2025 due to the acceleration of Lawrence Station. Greenwood Station became accessible in February 2026, bringing the total station accessibility to 91% (64 of 70 stations).

Attachment 3 provides forecasted Easier Access Program schedules for the remaining stations. It has been updated accordingly based on the latest progress and outlook for each station. Further updates will be provided on the completion of the program and shared with all applicable partners, including ACAT.

Market conditions continue to be a challenge with respect to the volume of construction activities within the GTA, and as a result, there is still a strain on the supply chain and availability of labour and services. In addition, several stations have been affected due to ongoing issues related to unexpected site conditions; third-party conflicts, including utilities construction; work on or near private property and within the City Right of Way (ROW); and contractor/subcontractor availability and performance issues.

Islington Station

Ongoing schedule reviews have identified that Islington Station has been impacted to a greater extent than other stations and therefore has utilized the risk allowances in its schedule and subsequently resulted in a revised forecasted Elevators In Service (EIS) date of Q2 2027 (from Q4 2026).

The work at Islington Station is currently more than 62% complete, with the completion of the new entrance building structure, including curtain wall and roof glazing, bus terminal concrete structure, electrical and mechanical rough-ins throughout the station and bus terminal, elevator shafts, and other ongoing items throughout the station. The work was initially impacted due to a prolonged process for site plan approval and the required easements on Hydro One lands for the new bus terminal as well as several issues with Toronto Hydro-related works that delayed initial shoring commencement adjacent to Islington Avenue.

Recently, it was determined that the EIS date is at risk due to constructability challenges with staging of Toronto Hydro work with existing and planned infrastructure (watermain, light poles, duct banks, sewers, and landscaping) along Islington Avenue. The planned Hydro work and infrastructure must be completed to achieve a barrier-free path to the new accessible station entrance and bus access from Islington Avenue to the new bus terminal. Furthermore, the work within the ROW has been impacted by unforeseen designated substances in addition to street occupation permit restrictions due to FIFA, and constructability challenges with the reconstruction of the station's main electrical room.

Mitigation plans include a temporary power plan that will allow the station to continue to operate during the final stages of construction; procurement of long lead items, including hydro poles and other assets, elevator equipment and mechanical and electrical components; and strategic staging of the work along the Islington ROW to allow for the EIS date to be met as early as possible. As a result, TTC staff have assessed the contractor's revised schedule to complete the remaining work and determined that a Q2 2027 date for EIS completion and new entrance opening is appropriate and includes appropriate schedule risk allowance.

College Station

College Station was previously scheduled for EIS by the end of Q2 2026. It has been delayed due to recent labour shortages faced by the Contractor/Sub-Contractors, FIFA restrictions on construction and testing windows, and complexities with the Station and College Park Development interfaces, resulting in a longer duration to obtain licencing for the elevators. TTC Staff and the Contractor are taking all possible measures to mitigate the delay and advance the EIS date as quickly as possible. We are now in the final stages of works with a focus on testing and commissioning activities related to the elevator, fire alarm, and communications equipment, which includes a robust set of safety inspections and verifications from both internal TTC stakeholders and the external Technical Standards and Safety Authority (TSSA) prior to reaching EIS.

In addition to College Station, Museum, Spadina and King Stations continue to be on track to be completed within 2026.

Mitigation Measures

Several mitigation measures were implemented across the Easier Access Program throughout 2026 and are planned for the remaining stations to facilitate construction, including:

- Re-sequencing construction elements and advancing the procurement of mechanical, electrical and elevator equipment for off-site storage at Islington Station.
- Combining construction stages at several stations, including Museum, College, King and Spadina stations to prioritize elevator work.
- Implementing additional shifts (double/weekend) to recover the schedule at several stations due to earlier impacts.
- Continuing to look for opportunities to accelerate critical path activities.
- Continuing to look for opportunities to piggyback on other closures throughout the system to facilitate track/platform/concourse work where additional space and time may assist the performance of critical activities that would be difficult during regular operations or nightly non-revenue periods.
- Continuing to receive support from various TTC Operations sections for the relocation of existing services, power isolations, finishes removal, use of work cars, commissioning, and systems-related work required to meet the EIS date.

Innovation and Sustainability Considerations

The 5YAP includes a focus on “New Accessibility Improvement Initiatives”, including innovative projects (subject to funding) that can further improve the customer experience. The 5YAP also includes initiatives to help advance the TTC’s broader sustainability goals, such as procurement of electric Wheel-Trans vehicles.

The Easier Access Program complies with the latest emissions and Toronto Green Standards as the accessibility elements provided under the program are connected electrically and do not result in any additional greenhouse gas emissions. Furthermore, the construction of the new bus terminal buildings at Islington and Warden stations will include green roofs thereby contributing to sustainability measures including improved stormwater management, mitigation of urban heat island effect and improved air and water quality.

Corporate Plan Alignment

The 5YAP broadly supports Strategic Direction 2: Attract New Riders, Retain Customer Loyalty, in the TTC's 2024-2028 Corporate Plan. It does so by encouraging the use of the system through improved accessibility. Specifically, "Action 2.2.7 Publish the TTC's Next 5-year Accessibility Plan" of the Corporate Plan, identifies initiatives including WTTP and Easier Access Program projects.

Financial Impact

Adoption of the recommendations in this report does not result in any incremental capital funding implications beyond what has been approved in the TTC's 2026-2035 Capital Budget and Plan.

The TTC continues to work to provide a barrier-free transit system in support of the AODA's goal for an accessible Ontario. Life-to-date costs to the end of 2025 for several projects in support of this goal are summarized in Table 1, and total \$1,323.37 million. To continue work on these projects and achieve a modern, inclusive, and accessible transit system for all, funding of \$679.28 million has been approved in the TTC's 2026-2035 Capital Budget and Plan. These projects, described in Table 1, will improve the accessibility of TTC facilities and services for all customers.

**Table 1: Total Approved Investment in Accessibility Projects
TTC's 2026-2035 Capital Budget and Plan**

Project Name	Description	Life to Date Costs	2026-2035 Capital Plan	Total Approved Cost
		(\$ Millions)		
Easier Access Phase III	Accessibility retrofits at subway stations, including elevators and associated architectural, structural, mechanical and electrical modifications.	\$944.37	\$292.52	\$1,236.89
Easier Access Phase IV Study	Study to evaluate and provide recommendations regarding long-term need for redundant elevators at key subway stations.	\$0.63	\$0.17	\$0.80
Elevator Overhaul	Removal of elevator units that have reached the end of their designed life and replacement with new equipment to ensure reliable service for customers.	\$23.96	\$81.68	\$105.64
Escalator Replacement	Complete replacement of escalators in the subway system that have exceeded their useful operating life.	\$25.00	\$58.57	\$83.57
Escalator Overhaul	Replacement of escalator components to return escalators to as-new condition.	\$119.64	\$156.49	\$276.13
Platform Edge Tile Replacement	End-of-life replacement of subway tactile platform edge tiles, including accessibility improvements to reduce horizontal and vertical gaps.	\$6.01	\$17.47	\$23.48

Project Name	Description	Life to Date Costs	2026-2035 Capital Plan	Total Approved Cost
		(\$ Millions)		
Station Tactile Wayfinding Upgrade	Upgrade centre platform wayfinding tiles to International Standards Association (ISO) standards and add tactile attention indicator tiles at the top of stairs in stations.	\$2.25	\$5.42	\$7.67
Bus Stop Accessibility Improvements	Construction/installation of new accessible concrete pads at bus stops.	\$23.98	\$16.92	\$40.90
Streetcar Stop Accessibility Improvements	Modification of existing streetcar platforms and installation of new curb ramps at streetcar stops to accommodate accessible streetcar ramp deployment.	\$53.49	\$1.54	\$55.03
Wheel-Trans Transformation Program (WTTP)	Continued implementation of a comprehensive program to deliver aspects of the WTTP, composed of 13 wide-ranging initiatives.	\$37.51	\$12.25	\$49.76
Purchase of Wheel-Trans Buses	Acquiring new buses to replace the existing fleet.	\$83.55	\$2.64	\$86.19
Electric Wheel-Trans Vehicles Purchase Pilot	Electrification of accessible Wheel-Trans vehicles.	\$1.80	\$7.02	\$8.82
Electric Wheel-Trans Charge Systems	Charging systems to support accessible electric Wheel-Trans vehicles.	\$1.10	\$11.60	\$12.70
Digital Customer Experience Initiatives	Deployment of e-Paper Smart Signs at outdoor stops, improving real-time communication and accessibility.	\$0.08	\$6.97	\$7.05
Wayfinding Strategy	Implementation of physical and digital wayfinding across the TTC system.	\$0.00	\$8.03	\$8.03
Total		\$1,323.37	\$679.28	\$2,002.65

Based on feedback from customers and ACAT, the 5YAP recommends developing further initiatives not currently funded or included in the TTC Operating Budget or 10-Year Capital Plan to support the realization of the TTC 2024-2028 Corporate Plan's strategic objectives. The TTC will develop business cases for these initiatives and include them for consideration during upcoming Capital Budget processes.

Wheel-Trans Transformation Program (WTTP)

The WTTP is expected to be on budget with an estimated final cost of \$49.76 million, comprising of life-to-date costs to the end of 2025 of \$37.51 million and funding of \$12.25 million budgeted between 2026 and 2027.

Funds for the WTTP are included in the TTC's 2026-2035 Capital Budget and Plan.

The WTTP was part of the list of projects approved for the Federal Public Transportation Infrastructure Fund (PTIF), with the receipt of \$9.8 million in PTIF funding from 2017 to 2020.

Based on long-term, continued growing demand for accessible transit services, the WTTP has been essential in avoiding significant operating costs, estimated at \$52.7 million in 2025 and a cumulative total of \$220.7 million from 2017-2025. This estimate is based on FOS rides, which use a combination of Wheel-Trans and accessible-conventional services for customers to reach their destinations, as well as an estimate of rides taken entirely on the accessible-conventional system by Wheel-Trans customers.

Finally, the Wheel-Trans Contact Centre overflow model has significantly reduced call wait times and abandoned call rates. In addition, the contract with TELUS has provided an estimated cost avoidance of \$17.9 million from 2020-2025 for the TTC.

In response to motions resulting from the 5YAP, the TTC has launched a study to identify opportunities to maximize the effectiveness of TTC investments in providing accessible transportation services to customers with disabilities. The study includes an analysis of approaches other transit authorities may be employing to meet the increasing demand and associated costs of specialized transit services. In addition, the funding model for Wheel-Trans is being considered in context of broader intergovernmental discussions about sustainable funding for public transit.

The Status Report has no financial impact beyond that which was approved (in the TTC's 2026 Operating Budget and 2026-2035 Capital Budget and Plan) by the Board on January 7, 2026 and by City Council on February 10, 2026.

The Interim Chief Financial Officer has reviewed the Status Report and agrees with the financial impact information.

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Attachments

Attachment 1 – Decision History
Attachment 2 – Implementation Progress: 2024-2028 5-Year Accessibility Plan (5YAP)
Attachment 3 – Easier Access III Program Update, Schedule and Risks
Attachment 4 – Updated Accessible Customer Service Policy

Attachment 1 – Decision History

In 2012, the Auditor General performed an [Audit Work Plan](#), which included a review of Wheel-Trans operations, with the objective to assess its effectiveness and efficiency, and identify areas of improvement.

In February 2016, [the Wheel-Trans 10-Year Strategy](#) (WTTP) was first introduced and approved by the TTC Board. Updates were provided to the Board regularly with the most recent [WTTP Update](#) approved by the Board at its July 12, 2023 meeting.

This Status Report provides the first update on the TTC's accessibility improvement activities originally outlined in the [2024-2028 TTC 5-Year Accessibility Plan](#), which was approved by the Board at its December 3, 2024 meeting.

The following links provide a chronology of the Easier Access Program reporting, including the project background and project status updates:

[Feasibility of Acceleration – Easier Access Phase III, October 27, 2016](#)

[Easier Access Phase III Project Status Report, July 14, 2020](#)

[2021 Accessibility Plan Status Update, May 12, 2021](#)

[Easier Access Phase III – Project Status Update, February 10, 2022](#)

[2022 Accessibility Plan Status Update, June 23, 2022](#)

[Easier Access Phase III – Project Status Update, July 14, 2022](#)

[2023 Accessibility Plan Status Update, July 12, 2023](#)

[Easier Access Phase III – Project Status Update September 2023](#)

[Easier Access Phase III – Project Status Update April 2024](#)

[Easier Access Phase III – Project Status Update December 2024](#)

[2025 Accessibility Plan Status Report, September 10, 2025](#)

Attachment 2 – Implementation Progress: 2024-2028 5-Year Accessibility Plan (5YAP)

1. Customer-Facing Initiatives

1.1. Stations and Facilities

The TTC continues to remove physical accessibility barriers in its stations and facilities. This includes adding new elevators and barrier-free paths at subway stations, constructing new accessible station entrances, and modernizing elevators and escalators to improve reliability for customers.

1.1.1. Elevators and Barrier-Free Paths

Status	2024-2028 5YAP Initiative	Year
In progress	Develop a business case for Phase IV of the Easier Access Program (subject to funding) to create an additional barrier-free path in stations, based on past feasibility and prioritization studies.	2026
In progress	Continue improving seating in stations across the network.	2026
In progress	Complete the installation of new elevators and related accessibility features at 12 subway stations to provide a barrier-free path.	2028
In progress	Implement tactile wayfinding path improvements at five centre-platform stations.	2028
In progress	Continue retrofitting subway platforms to mitigate the “platform gap” issue at affected stations.	2028
In progress	Explore opportunities to improve safety, access, and cleanliness along barrier-free paths in stations.	2028

Status update: A business case for Phase IV of the Easier Access Program is well underway. The goal of Phase IV is to create an additional barrier-free path in stations, based on past feasibility and prioritization studies.

The TTC continues to replace the old red bench seating in stations with new bench seating that includes integrated backrests and armrests, with a plan to replace all Line 1 and Line 2 bench seating. The new bench seating makes it easier for customers to get in and out of the seating, is more comfortable, and meets modern accessibility standards.

Work is continuing to make the remaining subway stations accessible as part of the TTC’s Easier Access Program. A comprehensive update to Easier Access Program status and outlook is regularly provided to the Board as part of the Accessibility Plan Status Report. Since the last update to the Board in September 2025, the following progress has been made to advance the program:

- In late-2025 and early-2026, elevators went into service at Rosedale, Lawrence, Warden, Christie, Summerhill and Greenwood Stations.

- By the end of 2026, elevators will have gone into service at College, Museum, Spadina, and King Stations, resulting in 68 of 70 stations (or 97%) being accessible; and
- Construction has continued to progress at Islington and Old Mill Stations.

Tactile wayfinding path improvements were implemented at Lawrence, Museum, and Warden stations in 2025, with further stations to follow.

The TTC continues to retrofit subway platforms to mitigate the “platform gap” issue at affected stations. The platforms at eight additional stations will be retrofitted through to the end of 2027.

In response to customer feedback, the TTC continues to explore opportunities to improve safety, access, and cleanliness along barrier-free paths in stations. Increased patrols by Special Constables helps to improve the sense of safety and maintains the barrier-free path.

1.1.2. New Station Entrances

Status	2024-2028 5YAP Initiative	Year
In progress	• Open a new third-party accessible entrance connection at the following subway stations by 2028: Sheppard-Yonge and St Patrick.	2028
In progress	• Begin construction for a new third-party accessible entrance at the following subway stations by 2028: Bay, Dufferin, and York Mills.	2028
Ongoing	• Continue to work with property developers to create new accessible entrances to subway stations, where opportunities arise.	N/A

Status update: In addition to Easier Access Program upgrades, the TTC also works with third-party developers, who are building adjacent to TTC properties, to construct new accessible subway entrances through entrance connection agreements. By 2028, the TTC plans to open new third-party accessible entrances at Sheppard-Yonge, St Patrick, and York Mills stations and start construction on two additional entrances at Bay and Eglinton stations. Wherever possible, the TTC will continue to pursue opportunities to create new accessible entrances to subway stations through adjacent developments.

1.1.3. New Rapid Transit Projects

Status	2024-2028 5YAP Initiative	Year
Ongoing	• Continue to consult with ACAT at an early design stage for all new rapid transit projects and incorporate ACAT feedback, where appropriate, into TTC comments provided to Metrolinx.	N/A

Status update: The TTC has continued to consult with ACAT on accessible design matters for Metrolinx rapid transit projects, such as discussions about the Yonge North Subway Extension held in 2025.

1.1.4. Elevator and Escalator Reliability

Status	2024-2028 5YAP Initiative	Year
In progress	Overhaul eight elevators in stations to improve reliability, subject to change and funding.	2028
In progress	Replace eight escalators and overhaul 28 escalators in stations to improve reliability, subject to change and funding.	2028

Status update: The TTC will continue rebuilding its escalators and elevators to improve reliability for customers. By the end of 2026, the TTC plans to overhaul seven and replace six escalators. The number of devices overhauled and replaced are subject to change based on the availability of funding in the coming years.

1.1.5. Accessible Design Standards

Status	2024-2028 5YAP Initiative	Year
Ongoing	Continue to revise and improve the TTC Design Manual to ensure it aligns with changes to legislation and seek opportunities to exceed legislative changes by aligning with best practices, where possible.	2028

The TTC is planning to continue to revise these standards going forward to ensure that they remain up to date with current universal design and inclusion best practices.

1.2. Vehicles and On-Street Stops

Work is well underway to enhance the TTC's vehicles and related infrastructure to improve accessibility.

1.2.1. Low-Floor Streetcars

Status	2024-2028 5YAP Initiative	Year
Completed	Complete the delivery of 60 additional low-floor, accessible streetcars in 2025.	2025
In progress	Co-ordinate with the City of Toronto on the installation of raised modular platforms along the King streetcar corridor in 2024 and 2025 and explore opportunities for raised platforms elsewhere in the streetcar network.	2028

Status update: In addition to the original order of 204 new low-floor, accessible streetcars that are in service in Toronto, the TTC ordered an additional 60 low-floor streetcars. The second module of each new streetcar is accessible, including a ramp at the wide double door, two mobility device seating areas, several Priority Seating areas, accessible stop and ramp request buttons, automated audible and visual external route and internal next stop announcements, two-way driver intercoms, and fare payment devices. Delivery of the additional 60 accessible streetcars was completed by the end of 2025.

To make it easier to board streetcars at key intersections along the King Street corridor in downtown Toronto, the TTC worked with the City of Toronto to install raised modular

platforms. These platforms reduce the slope of the streetcar ramp when deployed, making it easier for customers to board and disembark. Modular platforms have been installed at two locations along the King corridor. The TTC will pursue permanent platforms in conjunction with the upcoming track and road work as part of the King Street reconstruction.

1.2.2. Conventional Buses

Status	2024-2028 5YAP Initiative	Year
Ongoing	Continue to work with ACAT and bus manufacturers to refine bus designs to further enhance accessibility.	N/A
In progress	Upgrade more than 750 additional transit stops by 2028 to meet accessibility requirements, pending ongoing funding commitments.	2028
Ongoing	Complete a bi-yearly audit of transit stops to track and prioritize accessibility upgrades.	N/A

Status update: Starting in 2029, the TTC has committed to purchasing solely accessible, low-floor, all-electric buses. These buses offer customers an accessible ride that is quieter and reduces air pollution. Charging infrastructure will be installed ahead of bus deliveries to ensure buses are available for service. All new bus models are reviewed by ACAT, and recommendations for accessibility improvements are incorporated into designs, where possible.

The TTC will also continue efforts to increase the number of accessible bus stops. To date, more than over 1,200 bus stops have been upgraded for accessibility. In 2025, 185 stops were made accessible, and the TTC is aiming to make an additional 57 stops accessible by the end of 2026. As the program progresses, the remaining inaccessible stops are increasingly complex, often involving grading constraints, utility conflicts, and property impacts. These factors require greater design co-ordination and investment per site, leading to higher per-stop costs and longer delivery timelines. This will mean that fewer stops can be upgraded annually. As a result of this, there is a risk that the original commitment of upgrading 750 stops may not be achieved by the end of 2028.

For the TTC to designate a stop as accessible, it must have a hard-surfaced pad at least 2.4 metres wide by at least 2.0 metres long to accommodate bus ramps. At some stops, especially where sidewalks are narrow and adjacent buildings extend to the sidewalk, this may be difficult or impossible to achieve without relocating the stop. At other locations, street furniture or other barriers may need to be removed or relocated – such as poles, newspaper boxes, and/or shelters. Alternatively, the sidewalk may need to be widened. Where stops are not yet accessible, bus operators must deploy the ramp for customers who need it at an available safe location nearby. Going forward, the TTC will conduct bi-yearly audits of transit stops, which will help with tracking and prioritizing accessibility upgrades across the surface stops network and ensuring that stops remain in a state of good repair.

1.3. Wheel-Trans Services

1.3.1. Wheel-Trans Vehicles

Status	2024-2028 5YAP Initiative	Year
In progress	Install charging equipment to support the all-electric Wheel-Trans vehicles pilot and the transition to an all-electric fleet.	2026
In progress	Introduce and pilot up to 10 Smaller Electric Vehicles into the Wheel-Trans fleet	2027
In progress	Pilot five 5 all-electric Wheel-Trans buses and begin to transition the fleet to all-electric buses.	2028

Status update:

Following a competitive RFP process, the TTC awarded a contract for the supply of five battery-electric pilot vehicles in February 2025. Pre-production meetings were completed as of February 2026, with design freeze and sign-off completed in May 2026. Delivery of these vehicles will begin in early 2027 after which the vehicles will be put into service and evaluated against various criteria over a two-year period. Lessons learned from the pilot evaluation will inform technical and commercial specifications for future large-scale procurements commencing in after 2029 as the TTC begins to transition to a zero-emissions Wheel-Trans fleet. The new Wheel-Trans fleet will offer customers a quieter ride, while reducing air pollution.

Charging infrastructure will be installed by July 2026, ahead of bus deliveries, to ensure seamless operation. While undergoing the energy transition, the primary goal remains a fully accessible vehicle that meets the needs of TTC customers. ACAT will remain a key partner during the procurement of these vehicles. Ahead of vehicle deliveries in 2027, a demo bus is expected in October 2026 to aid the ACAT and customer review.

A pilot program for the introduction of Small Electric Vehicles to the Wheel-Trans fleet is also underway. Up to 10 vehicle deliveries are planned to commence in Q4 2026, followed by a one-year pilot evaluation, where the vehicles will be evaluated for suitability in Wheel-Trans service and operations.

Although not included as an initiative within the 5YAP, it is worth noting here that a Mobile Data Terminal/Automatic Vehicle Location (MDT/AVL) vendor has been selected and work commenced in early-2026.

1.3.2. Easier Trip Booking

Status	2024-2028 5YAP Initiative	Year
In progress	Implement improvements to the Interactive Voice Response (IVR) system for customers calling to book or cancel trips, etc.	2026

Status update: An IVR vendor was selected, and work will commence in Q3-2026. The adoption of an upgraded IVR system with AI technology is expected to divert further trip booking requests away from Wheel-Trans Reservationists. Combined with an industry-leading online trip booking rate of 45%, Wheel-Trans will be able to offer customers another convenient and reliable method to book or cancel trips.

1.3.3. Service Integration

Status	2024-2028 5YAP Initiative	Year
In progress	Expand to approximately 100 FOS routes and more than 600 vehicle transfer stops across the city by 2027.	2027
Ongoing	Install curb ramps for Wheel-Trans buses at subway station bus terminals as opportunities and funding arise.	N/A

Status update: FOS provides Wheel-Trans customers with the option of using accessible-conventional transit service (buses, streetcars, subways, LRTs) for all or part of their trips. FOS routes are accessible frequent service arteries that allow customers to safely transfer between Wheel-Trans and the accessible-conventional service via accessible transfer stops along the route. As of the end of 2026, there will be 80 FOS routes, with 550 transfer stops.

To make it easier for Wheel-Trans customers to access subway stations, curb ramps have been installed at subway station bus terminals. The TTC will continue to add curb ramps where opportunities arise.

1.4. Customer Experience Initiatives

1.4.1. Equity

Status	2024-2028 5YAP Initiative	Year
Ongoing	Continue the rollout of the Fair Pass Discount Program, as funding permits.	TBD
Ongoing	Continue to hold an annual Public Forum on Accessible Transit.	N/A
Ongoing	Continue to collaborate with ACAT and key external agencies on emergency evacuation planning and exercises.	N/A
In progress	Complete an accessibility review of TTC service standards for vehicles.	2028

Status update: The Fair Pass Transit Discount Program provides a 36 per cent discount on TTC adult single ride fares and a 21 per cent discount on TTC adult monthly passes. Residents of Toronto between 20 and 64 years of age who have a PRESTO card and an income below 75 per cent of the Low-Income Measure After-Tax threshold are eligible to apply. The Fair Pass Program is funded and managed by the City of Toronto, which plans to further roll out the program in the coming years, as funding permits.

For the past 18 years, the TTC has held an annual Public Forum on Accessible Transit. The TTC commits to holding this event annually in the future to continue to gain valuable feedback from customers.

ACAT participated in an emergency evacuation simulation exercise for the Line 6 Finch West LRT in April 2025, in advance of launching the service in December 2025.

Among other matters, TTC Service Standards guide the appropriate level of transit service for a route based on average vehicle crowding (demand/capacity). Capacity is defined by vehicle crowding standards, which establish the maximum number of people to expect on a

transit vehicle during a time period, on average. It is important to consider how the vehicle crowding standard impacts the ability for customers with disabilities to access and circulate through a vehicle, taking into consideration that customers who use wheeled mobility aids require at least three seats in the Priority Seating area, in addition to other customers who may need extra space on vehicles (e.g. parents with strollers). This will become increasingly important as more Wheel-Trans customers choose to travel on accessible-conventional transit as part of the FOS Program, and as the population continues to age. The TTC will consider revisions to address accessibility considerations as part of the review of its' Service Standards.

1.4.2. Education and Communications

Status	2024-2028 5YAP Initiative	Year
Completed	Hire two additional travel trainers (for a total of four) to accommodate the demand for travel training from Wheel-Trans customers.	2024
Ongoing	Improve awareness and education about Wheel-Trans registration.	N/A
Completed	Launch reminder campaigns for bus operators about accessibility procedures.	2025
In progress	Explore options to pilot a new campaign to enhance support for customers with invisible disabilities.	2026
In progress	Explore opportunities to improve communications regarding planned diversions and closures.	2026

Status update: Two additional travel trainers were hired in 2024, bringing the total number to four. This is allowing the TTC to accommodate the demand from Wheel-Trans customers to complete travel training, to more independently travel on accessible-conventional transit.

As of 2024, Wheel-Trans has been working with various groups throughout the city to educate and improve awareness of Wheel-Trans service. Staff attend various locations throughout the city to answer questions and offer any assistance to residents wishing to apply for Wheel-Trans service. Applications are available in accessible formats, and as of early-2025 they are available in Toronto's most spoken languages.

In response to customer feedback indicating that some bus operators are not carrying out all accessibility procedures, the TTC launched reminder campaigns. These campaigns help emphasize the importance of accessibility procedures. Posters, postcards, and a video have been developed to support this campaign.

Some customers with invisible disabilities face challenges accessing transit services because their disabilities are not immediately apparent to staff. As a result, the TTC is exploring the feasibility of new pilots, such as the Hidden Disabilities Sunflower Program. This program can provide a discrete way for customers to identify to staff that they may need assistance to access TTC services.

This program has been used successfully by transportation service providers in the United Kingdom and other parts of the world. It was also launched by local transit agencies such as Metrolinx, MiWay (Mississauga) and Durham Region Transit.

Diversions and closures are sometimes required due to the significant amount of construction across Toronto, and to help keep the TTC in a state of good repair. While necessary, they make it difficult for customers to travel through the city in a timely manner. If customers have information available in advance, they can adjust their travel plans accordingly.

It is important that such information is communicated through various channels in a clear manner, and in formats that are accessible to all customers. The TTC will explore how it can improve communications about planned diversions and closures.

1.4.3. Signage and Wayfinding

Status	2024-2028 5YAP Initiative	Year
Ongoing	System-wide signage and wayfinding upgrades (subject to funding) through the continued implementation of the Wayfinding Strategy.	N/A

Status update: The TTC will continue to make improvements to signage and wayfinding across the system through various initiatives. This includes: continued updates to maps; updates to signage on bus platforms to include next vehicle arrival times; changes to signage as part of the Station Capacity Improvement Program; the Easier Access Program, and the Second Exit Program; and supporting service changes through the development of pole cards, posters, signage changes and other communications. The TTC will also aim to complete the installation of large-scale maps at all remaining subway stations, including additional Station Maps to assist customers in navigating complex facilities and making connections. In partnership with the City of Toronto, the TTC will work toward providing a consistent and recognizable product to customers transitioning from the TTC system to on-street wayfinding.

The TTC presented a Wayfinding Strategy to the Board in October 2025, with an expanded scope encompassing static, digital, and audio wayfinding for stations, surface routes, vehicles and user experience design.

In May 2026, ahead of the FIFA World Cup 2026™, the TTC started testing a new identification system for station exits, transfer points, and other key locations to help customers navigate subway stations. Customers will see new yellow alpha-numeric signs (such as A or A1) and updated signs that list nearby streets and places and which exit code to use. The new signs are located at six stations: Bathurst, Dufferin, Bloor-Yonge, Union, St Andrew and King. The pilot is running from June to September 2026, allowing the TTC to gather customer feedback on the effectiveness of the system.

The “New Accessibility Improvement Initiatives” section (section 3) below highlights some new signage and wayfinding technologies that the TTC is exploring and piloting.

1.4.4. Fare Payment

Status	2024-2028 5YAP Initiative	Year
Completed	Make it easier to use fare gates in subway stations by increasing the amount of time for a customer to tap when they have already started to enter the gates.	2024
Completed	Co-ordinate with ACAT to explore future accessibility improvements for PRESTO.	2024
Completed	Explore options to expand access to PRESTO services through the third-party network.	2026
In progress	Rollout a new PRESTO-enabled Support Person Card.	2028

Status update: ACAT members identified an issue whereby customers who inadvertently trigger the timer at fare gates and do not tap the gate reader within a specified period of time cannot pass through without exiting and re-entering the gate. The TTC worked with Metrolinx and the fare gate manufacturer to extend the amount of time customers have to tap on the fare gate card reader.

TTC staff met with ACAT in 2024 to gather feedback on future PRESTO accessibility improvements, which it provided to Metrolinx for consideration.

In 2026, Metrolinx and the TTC completed deployment of Fare Vending Machines (FVMs) at four intersections in Neighbourhood Improvement Areas (NIAs) to enable cash payments for PRESTO fare media. Ongoing expansion opportunities to improve access to PRESTO will continue to be assessed.

The current TTC Support Person Card is not PRESTO-enabled, which means customers travelling with a Support Person cannot independently pass through fare gates unless staff are present to assist them across the fare line. The TTC is working with Metrolinx to create a new PRESTO-enabled Support Person Card that would allow customers and a Support Person to independently pass through fare gates. Internally, the TTC is exploring ways to modernize and streamline the application process for the Support Person Card.

2. Employee Experience

Status	2024-2028 5YAP Initiative	Year
Completed	Complete an audit of employee built environment elements for accessibility and inclusion for 107 TTC facilities.	2025
Not started	Develop an Employee Accessibility Strategy.	2026-2027 (draft)
Not started	Create an Internal Accessibility Advisory Committee to advance accessibility within the TTC for employees.	TBD
Not started	Develop and deliver enhanced accessibility training to TTC staff.	TBD

Status	2024-2028 5YAP Initiative	Year
Ongoing	Continue to hold annual events to celebrate National Accessibility Week, Disability Employment Awareness Month and the International Day of People with Disabilities.	N/A
Ongoing	Explore opportunities to enhance recruitment processes for people with disabilities.	N/A

Status update: In December 2020, the TTC launched a 10-Point Action Plan to build greater diversity and inclusion within the organization. The Plan includes attracting a more diverse workforce, with the TTC beginning to implement initiatives for women and other underrepresented groups. As the TTC continues to create a more inclusive workforce and enhance practices, the 10-Point Action Plan will also positively impact the diverse communities across Toronto.

The TTC has adopted an Anti-Racism Policy and Anti-Racism Strategy, and will be drafting an Employee Accessibility Strategy.

The accessibility audit of built environment elements for TTC employee facilities was completed in early-2025. An implementation plan is currently being developed, which will include prioritizing upgrades.

The TTC also has ongoing partnerships with community organizations, such as the Canadian Council on Rehabilitation and Work, and March of Dimes Canada.

Lastly, the TTC is conducting anonymous audits of bus accessibility procedures that are done by customers with disabilities, in partnership with community organizations.

3. New Accessibility Improvement Initiatives

Explore New Accessibility Projects (Not Yet Funded)

Status	2024-2028 5YAP Initiative	Year
In progress	Conduct an e-paper pilot to provide electronic service information with audio functionality at bus stops.	2026
In progress	Explore opportunities to pilot new wayfinding technologies.	TBD
Ongoing	Continuously explore additional innovations that enhance the overall customer experience and make public transit seamless.	TBD

Status update: The TTC is conducting an electronic paper (“e-paper”) pilot, which provides electronic service information with audio functionality at 75 bus and streetcar stops. This technology will help address the lack of audible information at transit stops in the network, as well as communicating service changes to customers in a timelier manner.

There are various wayfinding technologies available on the market, which can significantly enhance wayfinding in transit environments. The TTC will conduct peer benchmarking research and explore opportunities to pilot new wayfinding technologies.

The TTC's New Technology and Innovation team will explore real-time American Sign Language (ASL) accessibility solutions for passenger announcements, wayfinding, and live communication – enabling customers who are Deaf and hard-of-hearing to instantly connect with interpreters or receive information through digital tools. This is modelled after the New York City MTA Convo Access pilot, which allows customers to scan a QR code and access on-demand ASL interpretation for trip planning, service updates, and direct conversations with staff.

As these projects will require new funding for implementation, business cases will be developed and put forward during upcoming Capital Budget processes to request funding.

The TTC will continue to explore additional innovations that enhance the overall customer experience and make public transit seamless by conducting innovation challenges, scouting for emerging technology or solutions, and building an open intake process. This ensures the TTC engages with customers proactively and makes them part of the solution-building process. Later in 2026, the TTC will collaborate with Centennial College to host an accessibility-focused hackathon to generate ideas and prototypes to enhance the accessibility experience on TTC buses and bus stops. The student teams will seek mentorship from Accessibility champions at the TTC and ACAT to better inform their solutions and root them in human centred design.

The TTC initiated a NaviLens wayfinding app pilot at Dufferin Station in May 2026 to test the technology and gather customer input. NaviLens uses QR-style codes to provide audio navigation cues and location information within stations.

4. Ongoing AODA Accessibility Standards Compliance

The TTC is committed to meeting the provincially legislated AODA accessibility requirements set out in the IASR. The TTC is compliant with all IASR requirements currently in effect. Efforts are underway to make further improvements to certain accessibility features of the TTC, such as pre-boarding announcements on buses, in response to recommendations from ACAT.

5. Next Steps

The TTC will continue to progress 5YAP initiatives in 2026 and 2027. The next annual Public Forum on Accessible Transit will be held this fall to provide updates on achievements to date and to seek feedback on the direction that the TTC's accessibility planning initiatives should take in the coming years.

Attachment 3 – Easier Access III Program Update, Schedule and Risks

Table 1: Easier Access Phase III Program Schedule

Station	Revised Elevator in Service (EIS) Date	Previous Elevator in Service Board Date	Construction % Complete (As of May 31, 2026)
College	Q3 2026	Q2 2026	94
Museum	Q3 2026	Q3 2026	92
Spadina	Q3 2026	Q3 2026	94
King	Q4 2026	Q4 2026	73
Islington (Easier Access and Redevelopment) *	Q2 2027	Q4 2026	62
Old Mill	Q3 2028	Q3 2028	32

*Islington Easier Access work will provide accessibility from a new street-level entrance (ramp) to the concourse and from the concourse to the subway platform (elevator). Accessibility from the new bus terminal to the concourse will be provided with an elevator as part of Redevelopment.

Table 2: Easier Access Program Risks and Issues

Contract	Risk Name	Description	Risk Status	Current State	Impact and Interdependencies	Mitigation / Escalation	Outlook
Easier Access	Cost Escalations	Higher costs due to current market conditions, supply chain issues, site conditions and escalations	Open	Medium Risk	- Increases due to market conditions, unexpected site conditions, labour and productivity issues, utility complexities/costs, constraints with working within the City ROW, at several locations resulting in delays to the contract completions and Elevators in Service dates. - Property-related claims received at several stations because of property agreements, business loss claims, and expropriation during and after construction, which may require additional funding to close out. - Costs for the Interim Service Plan after January 2025 (AODA Compliance Date).	Continue to monitor costs and look for opportunities to reduce costs.	Medium Risk

Contract	Risk Name	Description	Risk Status	Current State	Impact and Interdependencies	Mitigation / Escalation	Outlook
Easier Access	Construction Execution	- Sub-contractor co-ordination - Labour shortages/ disruptions - Supply chain issues - Unexpected site conditions encountered during construction - As-built conditions - Third-party conflicts	Open	Medium Risk	- Ongoing contractor issues at various stations, including sub-trade availability, labour shortages, supply chain issues, site conditions, third-party conflicts (utilities, neighbour properties, City ROW), have impacted project schedules, including Elevators in Service dates. - Risk allocation amount has been utilized at Islington Station.	- Risk Assessment performed on all remaining stations and schedules re-baselined. - Working with Contractors to mitigate schedule delays and look for opportunities to accelerate work, including restaging, early procurement of long-lead items, and additional shifts and/or closures where possible.	Medium Risk

Attachment 4 – Updated Accessible Customer Service Policy

Accessible Customer Service Policy

The Toronto Transit Commission (TTC) is committed to incorporating best practices, providing safe and courteous transit services, and to communicating in a manner that:

- respects the dignity and independence of persons with disabilities;
- promotes the principles of integration and equal opportunity; and
- takes into account a person's disability.

Definitions

The definitions establish terms used in this Policy. They are not a comprehensive list of definitions pertaining to accessibility.

An assistive device is defined as a device used to facilitate the transport of a person with a disability, such as a mobility scooter or a manual or power wheelchair.

A disruption is defined as an unexpected circumstance whereby the TTC's services are interrupted.

A Support Person assists a person with a disability with communication, mobility, personal care/medical needs or with access to goods, services or facilities.

Service animals are defined as animals that have been specifically trained to assist with a person's day-to-day life. The animal may wear a special harness or cape designating them as a guide/service animal.

The Advisory Committee on Accessible Transit (ACAT) was established as an advisory committee to provide a mechanism for ongoing public participation in decisions affecting accessible transportation in the City of Toronto. The Committee is comprised of volunteer members, and reports to the Board of the Toronto Transit Commission.

1. Policy

1.1. Communication

The TTC will communicate with persons with disabilities in a manner that takes into account their disability. The TTC is committed to providing accessible customer service through our website, in person, by telephone, Telecommunications Relay Service, or by email or mail.

The TTC is committed to ensuring that documents and information are available in accessible formats to persons of all abilities, across all modes of transit. All TTC vehicles are clearly marked with route destination signs and equipped with an automated next stop announcement system. In addition, station names are clearly marked on all rapid transit platforms.

TTC system and route information, maps, fares and important contact telephone numbers are available on our website at [Schedules and Maps](#) and are published in our paper Ride Guide map, which is available free of charge in subway stations or from TTC Customer Service.

Multi-lingual information is available by calling 416-393-4636 (INFO), or by using the automated “translate” feature on the TTC website.

1.2. Assistive Devices

The TTC is committed to providing transit services to persons with disabilities who use assistive devices.

Our entire bus and streetcar fleet is accessible for persons using assistive devices. All buses are equipped with kneeling features, a ramp, Priority Seating and two securement areas that can accommodate customers using assistive devices. Streetcars are equipped with a ramp, which can be requested by customers, Priority Seating, and two seating areas that can accommodate customers using assistive devices. Accessible transit stops are clearly marked with the blue International Symbol of Access.

Most TTC stations are accessible to and from the street, and bus/streetcar/subway platforms. Accessible stations are equipped with elevators, power-operated entrance doors, wayfinding tiles on centre platforms, benches, and wide fare gates. All subway trains are accessible for persons using assistive devices: they are equipped with wide doorways, obstruction-free centre aisles, Priority Seating, and flip-up/flip-down seating to accommodate customers who use assistive devices. All Wheel-Trans buses are accessible for customers using assistive devices: they are equipped with kneeling features, ramps and securement areas for customers using mobility assistive devices.

1.3. Service Animals

Persons with disabilities accompanied by service animals are permitted access to all public areas of the TTC (including buses, streetcars, subway stations, subway trains, and Wheel-Trans vehicles) during hours of operation. Wheel-Trans customers should indicate that they will be travelling with a service animal at the time of booking, to ensure space is available. For more information about service animals in public areas of the TTC, see [TTC By-law No. 1](#). For more information on travelling on Wheel-Trans with service animals, emotional support animals, and pets, refer to the Wheel-Trans [Service Animals and Pets Policy](#).

1.4. Support Persons

Persons with disabilities who need to be accompanied by a support person on their transit trip may apply for a Support Person Assistance Card (SPAC). A fare paying SPAC holder may be accompanied by one support person on a single fare upon presentation of the SPAC when entering the TTC system and/or at a Proof-of-Payment check point.

Additional companions must pay a fare. Fare information is posted in TTC buses, streetcars, and subway stations, and is available on the TTC website at: [Fares and Passes](#).

The TTC may require persons with disabilities to be accompanied by a support person, for health or safety reasons. In these cases, the TTC will consult with the person and/or their representative, to understand their needs, and consider health or safety reasons based on available evidence. Accompaniment by a support person will only be required if there is no other reasonable way to protect the health or safety of the person and/or others on TTC premises. The choice to be accompanied by a support person at all times, for health or safety reasons, may also be made independently by persons with disabilities and/or their representatives. For more information, refer to the [Wheel-Trans Support Person Policy](#).

1.5. Notice of Service Disruptions

The TTC is committed to providing customers with timely notification of temporary and extended service disruptions/delays. Subway service disruption/delay information is announced audibly in the subway system and displayed visually on video screens located on subway platforms and at station entrances.

Subway service disruption/delay information is also posted on our website at: [Service Advisories](#), on [X @TTCnotices](#), and is available by e-mail to customers who register for e-Alerts at: [My TTC e-Services](#).

Escalator and elevator disruption information is posted on our website at: [Service Advisories](#), and is available by calling: [416-539-5438](#) (LIFT), or by e-mail to customers who register for e-Alerts (elevators-only).

Bus and streetcar schedules are subject to traffic conditions, and customers may have to make alternate travel arrangements in the event of diversions and disruptions/delays. Diversions and major disruptions/delays are also posted on our website at: [Service Advisories](#), on [Twitter @TTCnotices](#), and available by email to customers who register for e-Alerts at: [My TTC e-Services](#).

Wheel-Trans customers are notified by phone or email of Wheel-Trans service delays greater than 30 minutes after a customer's scheduled pick-up time. For more information, refer to the Wheel-Trans [Service Disruption & Irregular Operations Policy](#).

1.6. Training

All TTC employees receive training on accessible customer service and how to interact with persons with different disabilities. Such training includes:

- An overview of the purpose of the *Accessibility for Ontarians with Disabilities Act* (AODA), the requirements of AODA standards, and TTC policies, procedures and practices relating to the provision of services to persons with disabilities;
- Instruction on how to interact and communicate with persons with various types of disabilities;
- Instruction on interacting with persons with disabilities who use assistive devices or require the assistance of a service animal or support person;

- Instruction on the use of accessibility equipment or devices; and
- Instruction on what to do if a person with a disability is having difficulty accessing transit services.

All employees receive training on accessible customer service and how to interact with persons with different disabilities prior to assuming the duties and responsibilities of their jobs. Moreover, training is provided to TTC employees on an ongoing basis in respect of any changes to customer service-related policies, procedures, current best practices or programs.

1.7. Feedback Process

The TTC welcomes and encourages feedback from its customers. All feedback is taken seriously and each customer communication is directed to the responsible TTC operating division or department for review and necessary action.

Customers with complaints, compliments, or suggestions regarding conventional/fixed route TTC services (bus, streetcar, and subway) can submit their feedback through the TTC website at: [Complaints and Compliments](#), by calling TTC Customer Service at: 416-393-3030, Telecommunications Relay Service 1-800-855-0511 or by mail at: TTC Head Office, 1900 Yonge Street, Toronto, Ontario. For TTC Customer Service hours, see our website at: [Contact Us](#).

Information regarding TTC Customer Service's procedures when receiving and responding to communications from customers is available on the TTC website at: [TTC's Complaints Compliments and Suggestions](#).

Customers with feedback regarding Wheel-Trans service may contact Wheel-Trans Customer Service at: [416-393-4111](#), Telecommunications Relay Service 1-800-855-0511, or wtcs@ttc.ca.

1.8. Accessible Formats and Communication Supports

TTC documents, or information contained in TTC documents, can be provided or arranged to be provided, on request, to persons with disabilities in an accessible format or with communication support. In determining the suitability of an accessible format or communication support, the TTC will consult with the person making the request. When providing or arranging to provide documents/information to persons with disabilities in an accessible format or with communication support, the TTC will do so in a manner that takes into account the person's accessibility needs due to disability, and at a cost that is no more than the regular cost charged to other persons. The length of time it will take to provide documents/information in an alternative format or with communication support will depend on the format/support requested. Every effort will be made, however, to process requests in a timely fashion.

To request a document or information in an accessible format or with communication support, please [contact TTC Customer Service](#).

2. Community Consultation

The TTC is committed to a process of community consultation. The Advisory Committee on Accessible Transit (ACAT) reports directly to the TTC Board in an advisory capacity on accessibility issues.

ACAT meetings, which are held monthly, are open to the public. Meeting schedules and agendas are posted on the TTC website at: [Public Meetings](#). ACAT can be contacted at: acat@ttc.ca.

The TTC also publishes an annual report and holds an annual public forum for customers to provide feedback on TTC's accessible transit services. Further information is available on the TTC website at: [Public Meetings](#).

3. Additional Information

More information about using the accessible features of TTC's transit services is available on the TTC website at: [Accessibility](#). For more information about using TTC's specialized public transit services, contact Wheel-Trans Customer Service at [416-393-4111](tel:416-393-4111), Telecommunications Relay Service 1-800-855-0511, or refer to the [Wheel-Trans section of the website](#).

4. Accountability

Everyone plays a role in making the TTC an accessible transit system for riders, as described in the following roles and responsibilities.

Leaders will:

- Ensure compliance with the Accessible Customer Service Policy
- Ensure all staff and volunteers have completed Accessible Customer Service training
- Provide applicable staff training to the relevant department (i.e. Wheel-Trans, accessible ramp, etc.)
- Ensure no additional fees are charged for a support person.

Employees and third parties will:

- Comply with the obligations outlined in the Accessible Customer Service Policy
- Provide respect and dignity to individuals of all abilities in all interactions
- Engage with feedback in a timely manner.

Last updated: March 2026