



TORONTO TRANSIT COMMISSION

Welcome!



2014 Public Forum on Accessible Transit

September 17, 2014

#TTCAccess



Our Vision — A transit system that makes Toronto proud



Tonight's Agenda



One-on-one discussion: 6pm to 7pm



Located in the next room



Tonight's Agenda



Open Forum: 7pm to 9pm





Ways to provide feedback:

- Ask questions in person tonight






Ways to provide feedback:

- Submit a **blue Assistance Card**

TTC Public Forum on Accessible Transit Assistance Card

If you require assistance in communicating your questions and comments, please print them clearly below. The card can be given to any TTC staff member and the facilitator will read them aloud tonight. Thank you.




TORONTO TRANSIT COMMISSION





Ways to provide feedback:

- **Complete and submit a Questionnaire**


Questionnaire
TTC Public Forum on Accessible Transit - September 17, 2014

1. Which TTC services do you regularly use?

Wheel-Trans
 Fixed Route Service (Bus, Streetcar, Subway, RT)
 None

2. What area(s) should the TTC focus on to improve accessibility of its services? Please select all that apply.

Wheel-Trans Vehicles
 Wheel-Trans Reservations / Customer Service
 Design of Fixed Route Stations / Stops / Vehicles
 Frequency/Reliability of Accessible TTC Service
 Elevators and Escalators
 TTC Customer Service
 Other (please specify):

3. On a scale from 1 to 10, where 10 is "Excellent" and 1 is "Very Poor", how would you rate the 2014 TTC Public Forum overall:
10 (Excellent) 9 8 7 6 5 4 3 2 1 (Very Poor)

4. Compared to the 2013 TTC Public Forum on Accessible Transit, do you think this year's Forum was...?

Much better
 Better
 The same
 Worse
 Significantly worse
 Did not attend in 2013

5. How could we improve the Public Forum for next year?

You may leave this questionnaire with us this evening, or mail it to us at:

2014 Public Forum on Accessible Transit
Toronto Transit Commission
1900 Yonge Street
Toronto, Ontario, M4S 1Z2

You may also complete the on-line survey on our website at www.ttc.ca.

What happens next?

All comments received will be reviewed by TTC staff and the Advisory Committee on Accessible Transit (ACAT). Feedback will be considered in the development of the next TTC accessibility plan.

The TTC will summarize questions asked at the Forum and provide responses on the TTC website and in CommunityLINK, the Wheel-Trans newsletter. If you have any additional comments or questions please contact us at accessibility_forum@ttc.ca.





Other ways to provide feedback:

- **Call us:** 416-393-3030
- **TTY:** 416-338-0357
- **Email:** accessibility.forum@ttc.ca
- **Twitter:** @ttchelps
- **Write us:** 1900 Yonge St, Toronto, M4S 1Z2







Questions? We are here to help:

- ✓ Ask any TTC staff member
- ✓ Attendants available for assistance with personal needs



Did you know?




TORONTO TRANSIT COMMISSION
WHEEL-TRANS 

Occasional Trip: Origin
Logged In User: **Timmy Tester** (Logout) [Main Page](#)

Trip Inquiry | **Booking** | Cancellations | My Profile

[Plan Trip](#) → **Origin** → [Destination](#) → [Companions and Devices](#) → [Confirm Request](#)

Round Trip – Occasional
On Tuesday, Jul 8, 2014, Drop-off at 4:00 PM
On Tuesday, Jul 8, 2014, Pickup at 9:00 PM

Address Search Criteria
Enter the street number and street name of the desired address. You also have the option to specify the street type, direction and municipality. We will try to match your criteria to streets in our database.

Street
Number * Street Name * Street Type Direction

100 king (Any) (Any)

Easier Wheel-Trans online booking is here - no need to call to add new addresses



Did you know?



Wheel-Trans service is available 24 hours per day



Did you know?



**Accessible streetcars are now running on route 510
Spadina**



Did you know?



Route	First New Streetcar
510 Spadina	Aug 31, 2014
511 Bathurst	2015
509 Harbourfront	2015
505 Dundas	2015/2016
501 Queen	2016/2017
508 Lakeshore	2017/2017
504 King	2017
512 St Clair	2017/2018
502 Downtowner	2018
503 Kingston Road	2018
506 Carlton	2018/2019

Accessible streetcars are coming to all routes by 2019



Did you know?



TTC operates over 1,875 accessible buses



Did you know?



New accessible articulated “bendy” buses now in service



Did you know?



TTC has five Community Bus Routes



Did you know?



Support Person Assistance Cards are now available for eligible customers with disabilities



Did you know?



PRESTO is coming to TTC – Wave 1 launches this Fall





Priority Seating




You must give up these seats for people using wheelchairs or other mobility devices.

AODA, O. Reg. 191/11 | TTC By-law No. 1

Please use the brake or secure your mobility device.

Priority Seating



You must give up these seats for people with disabilities, the elderly, or pregnant women.

AODA, O. Reg. 191/11 | TTC By-law No. 1

Improved Priority Seating decals are coming soon to all TTC vehicles



Did you know?



The screenshot shows the TTC website's 'Service Advisories' page. At the top, there is a navigation bar with links for Home, Trip Planner, Customer Service, News, Wheel-Trans, and Accessibility. A search bar is located next to the TTC logo. Below the navigation bar, there are tabs for Schedules & Maps, Fares & Passes, Riding the TTC, and Service Advisories. The 'Service Advisories' tab is selected, and the page title is 'All Service Alerts'. A sidebar on the left lists various service categories, with 'All Service Alerts' highlighted. The main content area features a red banner indicating '4 Service Alerts'. Below this, two elevator alerts are listed: one for Bayview Station (out of service, last updated Sep 10, 11:52 PM) and one for York Mills Station (out of service, last updated 6:04 AM). On the right side, there is a 'Service Alerts' summary box stating 'There are 4 alerts currently affecting TTC service. Find out more.' and a 'TTC Day Pass' advertisement.

The screenshot shows two tweets from 'Official TTC Tweets @TTCnotices'. The first tweet, posted 21 hours ago, reads: 'Elevator Alert: Don Mills Station, automatic entrance to bus level, back in service. #TTC'. The second tweet, posted 22 hours ago, reads: 'Elevator Alert: Don Mills Station, automatic entrance to bus level, out of service. #TTC'. Both tweets show engagement icons for replies, retweets (2), and likes.

Elevator outage alerts are available online, by email, LIFT line, or Twitter





**We are searching for 5 new ACAT members for 2015
Information Sessions will be held Oct 1 and 2 at City Hall**

