# TORONTO TRANSIT COMMISSION
# REPORT NO.

**MEETING DATE:**    April 30, 2014

**SUBJECT:**       **2014-2018 TTC MULTI-YEAR ACCESSIBILITY PLAN**

**ACTION ITEM**

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## RECOMMENDATIONS

It is recommended that the Board:

1. advise the Minister of Economic Development, Trade and Employment that, owing to a capital funding shortfall, the TTC cannot meet the AODA requirement that all subway stations be made accessible by 2025;

2. request the Chair and CEO, as part of the City-TTC Transit Funding Task Force, to seek reinstatement of full funding for the TTC's accessibility (Easier Access) program; and

3. forward this report to the City of Toronto, the Ontario Ministry of Economic Development, Trade and Employment, and the Ontario Human Rights Commission, noting that:

   - this report fulfills the provincially-legislated requirements in the *Integrated Accessibility Standards Regulation* (IASR) under the *Accessibility for Ontarians with Disabilities Act, 2005* (AODA) for documentation of the TTC's multi-year accessibility plans;

   - Attachment 1 is a report entitled *2014-2018 TTC Accessibility Plan*, which describes in detail the TTC's plans over the next five (5) years to improve the accessibility of its facilities and services;

   - the TTC is making significant progress on its long-term commitment to make all TTC services accessible: all TTC conventional bus services and subway trains are now accessible, and new accessible streetcars will begin operation in 2014;

   - approximately half of all subway stations are now accessible;

   - the reduction of $240 million in the Easier Access program within the TTC's 2014-2023 Capital Budget means that funding is not available for implementation of elevators and other Easier Access improvements at 17 stations as follows:

     o Line 1 (Yonge-University-Spadina): Wellesley, College, Spadina, Summerhill, Museum, Rosedale, Glencairn

     o Line 2 (Bloor-Danforth): Greenwood, Lansdowne, Keele, Chester, Christie, Castle Frank, High Park, Old Mill, Warden, Islington

- full funding of the Easier Access program will need to be restored by 2017 in order to allow the TTC to make all stations accessible by 2025;

- the Province has not committed funding for the costs of the TTC complying with AODA regulations (approximately $2 million in the 2014 TTC and Wheel-Trans Operating Budget). Additionally, unfunded costs resulting from these Provincial requirements may result in increased TTC subsidy requirements from the City, service reductions, and/or fare increases; and

- TTC staff will report back to the Board and ACAT on an annual basis on the progress in implementing the goals and objectives of the 2014-2018 TTC Accessibility Plan.

## FUNDING

The recommendations of this report have no direct effect on the TTC's operating or capital budgets. Several initiatives described in this report may affect the TTC's budgets and will be/have been reported on separately.

## BACKGROUND

The TTC is making continuous progress towards its goal of making all of its services and facilities accessible, consistent with the Provincial legislation requiring public facilities and services to be accessible by 2025. The TTC has reported annually on the status of its accessibility improvement initiatives since 2004. This report provides an update on the TTC's accessibility improvement activities, and outlines specific improvements which the TTC will complete over the next five years as part of plans to make the transit system accessible.

## DISCUSSION

The TTC has a long history of, and organizational commitment to making Toronto's transit system accessible. Initiatives to improve and expand TTC accessible transit services over the past five years include:

- launching the first TTC Customer Charter, which commits the TTC, in a fully-transparent and accountable way, to several specific actions to make the TTC "accessible and modern";

- completing the retrofit of Pape, St Andrew, Victoria Park, and North York Centre subway stations over the past five years with elevators and other accessibility features;

- operating all TTC bus routes entirely with accessible vehicles since 2011;

- delivery of three new accessible low-floor streetcars for extensive functionality testing, including accessibility testing by TTC Advisory Committee on Accessible Transit (ACAT) members;

- delivery of 43 new accessible Toronto Rocket (TR) subway trains by the end of 2013;

- implementing 24-hour per day Wheel-Trans service;
- implementing 201 new Wheel-Trans buses to replace the older existing Wheel-Trans and community bus fleet;

- piloting a program to encourage Wheel-Trans registrants to make more-extensive use of conventional TTC services;

- launching the TTC "Support Person Assistance Card" program, which allows customers with disabilities who require support person assistance, to travel on a single fare;

- launching new initiatives to provide more-timely elevator outage information to customers; and

- jointly hosting annual TTC Public Forums on Accessible Transit with ACAT.

Key initiatives over the next five years will include:

- installing elevators and creating barrier-free paths of travel in eleven (11) additional subway stations;

- opening six new accessible stations on the Line 1 extension;

- revising TTC design standards to incorporate new IASR requirements;

- replacing the remaining high-floor lift-equipped buses with new low-floor accessible buses;

- working with the City to increase the number of accessible bus stops;

- making all streetcar stops accessible in conjunction with the launch of the new accessible low-floor streetcars;

- ensuring that TTC's next-generation PRESTO fare card system is accessible for everyone; and

- developing a more-effective service-integration plan to encourage Wheel-Trans customers to increase their use of the conventional transit system.

These recent achievements, key initiatives, and other ongoing plans to remove accessibility barriers and make the TTC more accessible over the next five years are described in detail in attached document entitled, *2014-2018 TTC Accessibility Plan*.

In addition to these specific corporate initiatives, an important priority for the TTC will be to ensure that the TTC is in compliance with all IASR requirements, as they take effect over the coming years. To achieve this, the TTC is working with the Ontario Public Transit Association, Metrolinx, and other transit service providers in Ontario to achieve a consistent approach to implementation of the *Integrated Accessibility Standards Regulation* (IASR) across the Province, where possible.

TTC staff continue to be concerned that some elements of the IASR will be challenging for the TTC to address. The TTC has asked the Province take the lead on implementing specific elements of the standards rather than down-loading the responsibility and costs onto service providers.

In 2014, TTC faced increased operating costs attributable to the IASR requirements. Specifically, increased operating costs relate to the requirement to provide 24 hour Wheel-Trans service, and to allow Wheel-Trans customers to make a trip request up to three hours before the published end of the service period on the day before the intended day of travel with the resulting need to improve trip availability for those customers (approximately $1.3 million per year). Complimentary support person fares have also resulted in a decrease in fare revenues, on each of the TTC's conventional and Wheel-Trans services, in the range of $300,000 to $600,000 per year.

With no funding provided by the Province to cover these operating costs and replace lost fare revenue, the TTC may be forced to raise fares and/or reduce service to compensate. To date, the Province has not responded positively to the TTC's request regarding leadership or funding related to the implementation of the standards being imposed.

Of greatest concern is the lack of adequate funding for accessibility improvements in the TTC 2014-2023 Capital Budget; notable is the reduction of $240 million in funding for the Easier Access program to make all stations accessible. This means that funding is not available for implementation of elevators and other Easier Access improvements at 17 stations. Unless additional funding becomes available, accessibility improvements cannot proceed at Wellesley, College, Spadina, Summerhill, Museum, Rosedale, and Glencairn stations on Line 1 (Yonge-University-Spadina), and at Greenwood, Lansdowne, Keele, Chester, Christie, Castle Frank, High Park, Old Mill, Warden, and Islington stations on Line 2 (Bloor-Danforth). Full funding of the Easier Access program will need to be restored by 2017 in order to allow the TTC to make all stations accessible by 2025. This funding shortfall is discussed further in the attached document.


**JUSTIFICATION**

A multi-year accessibility plan is required to fulfill the TTC's commitment to create an accessible public transit system by the year 2025; implement TTC corporate planning and customer charter strategies, goals and objectives; and to meet the requirements of the *Accessibility for Ontarians with Disabilities Act* and its regulations.


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Attachment:  2014 – 2018 TTC Accessibility Plan

**Attachment 1:**

**2014 – 2018 TTC Accessibility Plan**


April 2014

# Contents

# 1 Vision: An Accessible Transit System That Makes Toronto Proud

The Toronto Transit Commission (TTC) delivers accessible conventional and specialized transit service throughout the City of Toronto. The TTC is committed to providing safe and courteous transit services in a manner that respects the dignity and independence of all customers, and promotes the principles of integration, inclusive design, and equal opportunity. The TTC believes that all riders should enjoy the freedom, independence, and flexibility to travel anywhere on the public transit system, regardless of ability.

# 2 Accessibility Policy Statement

## 2.1 Toronto Official Plan

The City of Toronto's *Official Plan*, envisions a future where our accessible public transit system is designed to meet the needs of everyone, including people with disabilities and seniors. Specifically, Policy 9 in Chapter 2.4 of the *Toronto Official Plan* states that the City will develop its transportation system by:

a) *Ensuring that new transit facilities and vehicles are accessible;*
b) *Modifying existing transit stations to become accessible over time;*
c) *Supplementing the conventional transit system with specialized services;*
d) *Requiring a minimum of off-street parking spaces for the disabled; and*
e) *Taking accessibility into account from the design stage onwards.*

TTC will work to achieve these principles and policies of the *Toronto Official Plan* through the goals and objectives of this accessibility plan.

## 2.2 TTC Accessibility Policy Statement

Building on the TTC's long history and commitment to improving the accessibility of our transit services and facilities, the TTC has developed plans to achieve an accessible public transit system, which also meets the requirements of the *Accessibility for Ontarians with Disabilities Act, 2005* (AODA) and its regulations, by 2025.

Over the course of this five year accessibility plan, the TTC will:

- Identify barriers and establish strategies to address accessibility issues and regulatory requirements by 2025;

- Ensure that policies, procedures, protocols, and standards are developed to improve the accessibility of transit facilities and services;

- Ensure that our services are delivered in a manner that respects the rights, dignity, and independence of all customers; and

- Consult with ACAT and people with disabilities in the community on our accessibility plans and policies.

Only by working to make the TTC accessible for everyone will we realize our vision of a transit system that makes Toronto proud.


# 3   Background – Legislation and Policies

Earlier TTC accessibility planning documents, such as *Choices for the Future* (1989) and the first *Accessible Transit Services Plan (1997)* have laid the groundwork for today's accessible TTC network. These plans formalized the "Easier Access" program for improving the accessibility of the TTC, including designating key subway stations and bus routes for accessibility improvements.

Today, the TTC is committed to expanding on the framework started under these plans by creating an accessible public transit system for all TTC customers. All TTC customers benefit from the accessibility features being implemented on conventional services, including accessible low-floor vehicles, elevators, escalators, automatic accessible doors, and improved customer information systems. However, for many seniors, people with disabilities, and others who have limited agility, strength, and balance, these features are essential. Therefore, while planning for improved accessibility naturally focuses on overcoming impediments to travel by people with disabilities and seniors, all TTC customers will benefit from improved system accessibility.

The TTC's commitment to accessibility planning and barrier removal has driven transit accessibility improvements for many years. The TTC's accessibility planning activities are also guided by Provincial accessibility legislation, municipal policies, and the changing demographics of the City of Toronto.

## 3.1   Ontarians with Disabilities Act, 2001 (ODA)

The *Ontarians with Disabilities Act* (ODA) has required all public transit systems to produce an annual accessibility plan with details on ongoing accessibility barrier removal activities since 2003. TTC has gone beyond these requirements and has annually produced a multi-year accessibility plan, reflecting the TTC's long-term commitment to accessibility improvements.

## 3.2   Accessibility for Ontarians with Disabilities Act, 2005 (AODA)

The *Accessibility for Ontarians with Disabilities Act* (AODA) was enacted in 2005 with the purpose of *"developing, implementing and enforcing accessibility standards in order to achieve accessibility for Ontarians with disabilities with respect to goods, services, facilities, accommodation, employment, buildings, structures and premises on or before January 1, 2025."*

As of 2013, AODA standards have been implemented in the areas of customer service, employment, information and communications, transportation, and public spaces. These standards will directly affect the TTC delivery of accessible services, including operating costs and the timing and priority of implementation of TTC initiatives.

### 3.2.1   Accessibility Standard for Customer Service

The AODA *Accessibility Standard for Customer Service* requires all organizations in Ontario to

create accessible customer service policies, train staff on these policies, and document and report these activities. The TTC has complied with these requirements since they came into effect in 2010.

The TTC's commitment to accessible customer service is detailed in its Accessible Customer Service Policy Statement. This document details the TTC's policies, practices and procedures regarding communications, feedback, service animals, support persons, training and other areas of accessible customer service.

### 3.2.2  Integrated Accessibility Standards Regulation (IASR)

The AODA *Integrated Accessibility Standards Regulation* contains requirements for transportation, information and communications, employment, and design of public spaces. The IASR came into effect in 2011, with implementation phased in over the next several years. The TTC already complies with most of the IASR requirements and will comply with the remainder of the requirements on or before their legislated implementation dates, as detailed in Appendix 1. The IASR also requires the TTC to produce a multi-year accessibility plan with annual status report updates.

### 3.3  Ontario Building Code (OBC)

Updated accessibility requirements for buildings have been incorporated into a revised version of the Ontario Building Code (OBC) and will take effect in 2015. Future construction of TTC stations starting in 2015, including subway extensions, will need to meet the higher level of accessibility that the revised OBC mandates.

### 3.4  Toronto Seniors Strategy

In May 2013, Toronto City Council adopted the *Toronto Seniors Strategy*, a multi-year plan that aims to build and sustain *"an accessible, equitable and just society for all"* by implementing a set of recommendations and related actions to address the diverse needs of older adults. Recommendation 18 of the Seniors Strategy commits the city to "improve the accessibility of the public transportation network." As part of this recommendation, the TTC will:

- improve the priority seating system;
- introduce new accessible streetcars;
- upgrade the PA system in subway stations;
- increase the awareness of the elevator status LIFT line;
- post elevator/escalator outage notices at station entrances; and
- work with the City to increase the number of accessible bus stops.

This accessibility plan sets objectives for achieving all of these improvements over the next five years. City staff will report on the progress of these actions to City Council starting in 2015.

### 3.5  TTC Corporate Policy

In 2013, the TTC launched its inaugural Corporate Plan, with seven core strategies designed to realize the TTC's vision of a transit system that makes Toronto proud.

Critical to the Corporate Plan is core strategy #5, which commits to expanding the system to

meet future demand, and increasing the number of stations with elevators and barrier-free access to the TTC.

The TTC has also introduced an annual Customer Charter, which is an evolving document that sets targets for achieving customer-oriented goals of the Corporate Plan. The Customer Charter sets out specific goals and commitments for five key areas, including "Accessible and Modern". These goals and commitments have influenced TTC accessibility policy and, where applicable, are incorporated into this plan.

## 3.6 Demographics

The demographics of the City of Toronto are changing. As described below, the numbers of seniors and people with disabilities are increasing, which is expected to result in increased demand on TTC accessible services in the coming years.

### 3.6.1 Seniors and People with Disabilities in Toronto

In 2005, the Canadian Community Health Survey reported that 24.3% of Torontonians identified themselves as having a disability, which is an increase from 18.6% of Torontonians in 2001.

The population of seniors is also increasing: as shown in Figure 1, it is expected that the percentage of seniors over age 65 will dramatically increase by 2036, as compared to 2012.

**Figure 1: Population of Toronto, Percentage Increase by Age Group**

## Population of Toronto
## Percentage Increase by Age Group
### 2012 and 2036 (projected)

| Age Group | Percentage Increase |
|-----------|--------------------|
| 90+ | 133.5% |
| 85-89 | 84.8% |
| 80-84 | 81.6% |
| 75-79 | 99.4% |
| 70-74 | 107.7% |
| 65-69 | 63.4% |
| 60-64 | 30.7% |
| 55-59 | 18.4% |
| 50-54 | 13.5% |
| 45-49 | 9.8% |
| 40-44 | 14.5% |
| 35-39 | 13.9% |
| 30-34 | 7.4% |
| 25-29 | 4% |
| 20-24 | 5.1% |
| 15-19 | 9.2% |
| 10-14 | 20.6% |
| 5-9 | 19.8% |
| 0-4 | 14.5% |

Legend: percent increase between 2012 and 2036

65 and over — 50%
under 65 — 50%
2012 / 2036

TTC SP 25-02-2014 DRG. No. 12285a
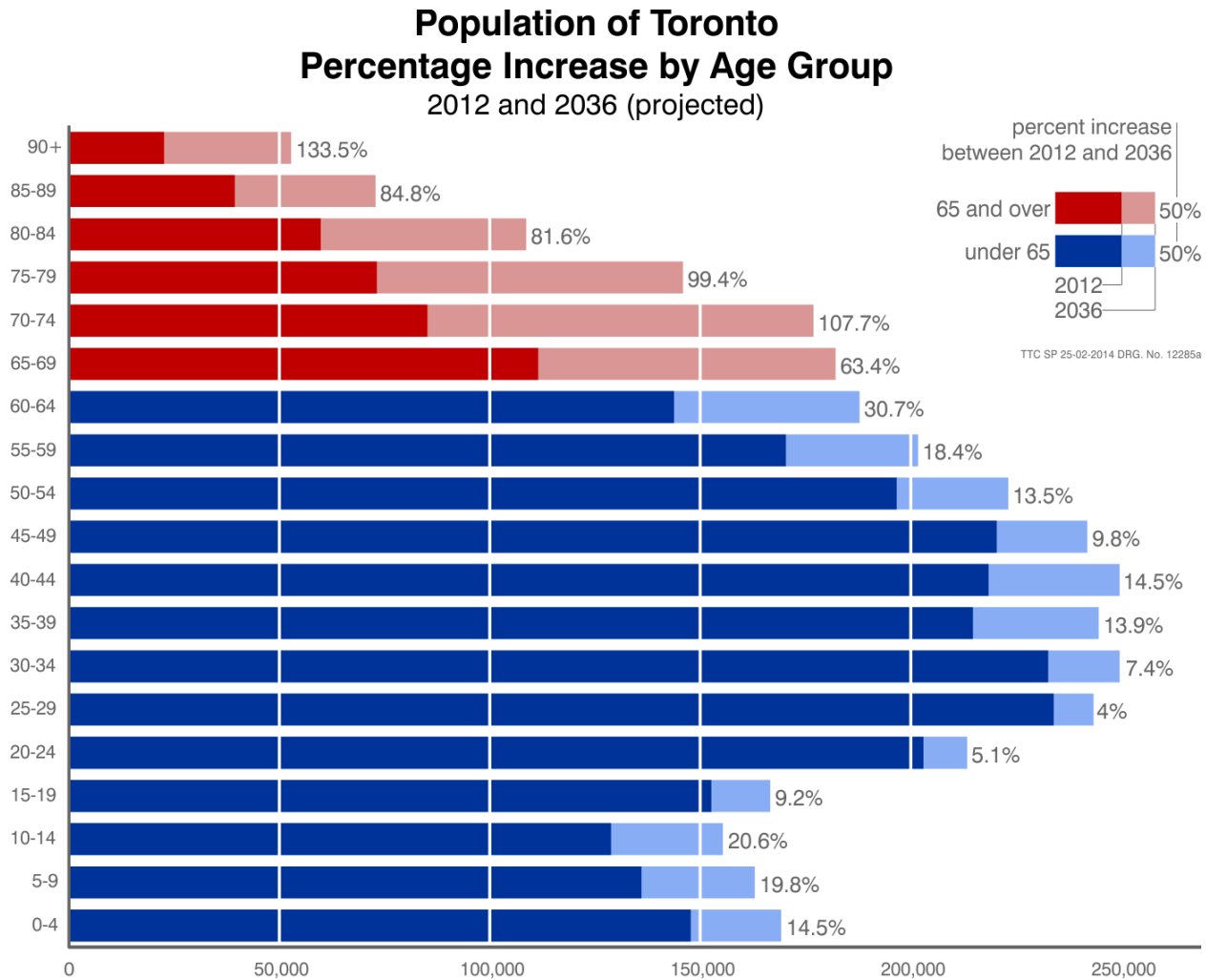
Source: Ontario Population Projections Update, 2012–2036

Overall, 21.4% of Toronto's population will be comprised of seniors, up from 14% in 2012. Seniors as an age group also disproportionally have disabilities, as shown in Figure 2. As the population ages, it is expected that the number of people with disabilities will continue to rise.

**Figure 2: Percentage of Canadian Population with Disabilities by Age Group**

# Percentage of Canadian Population with Disabilities
by Age Group
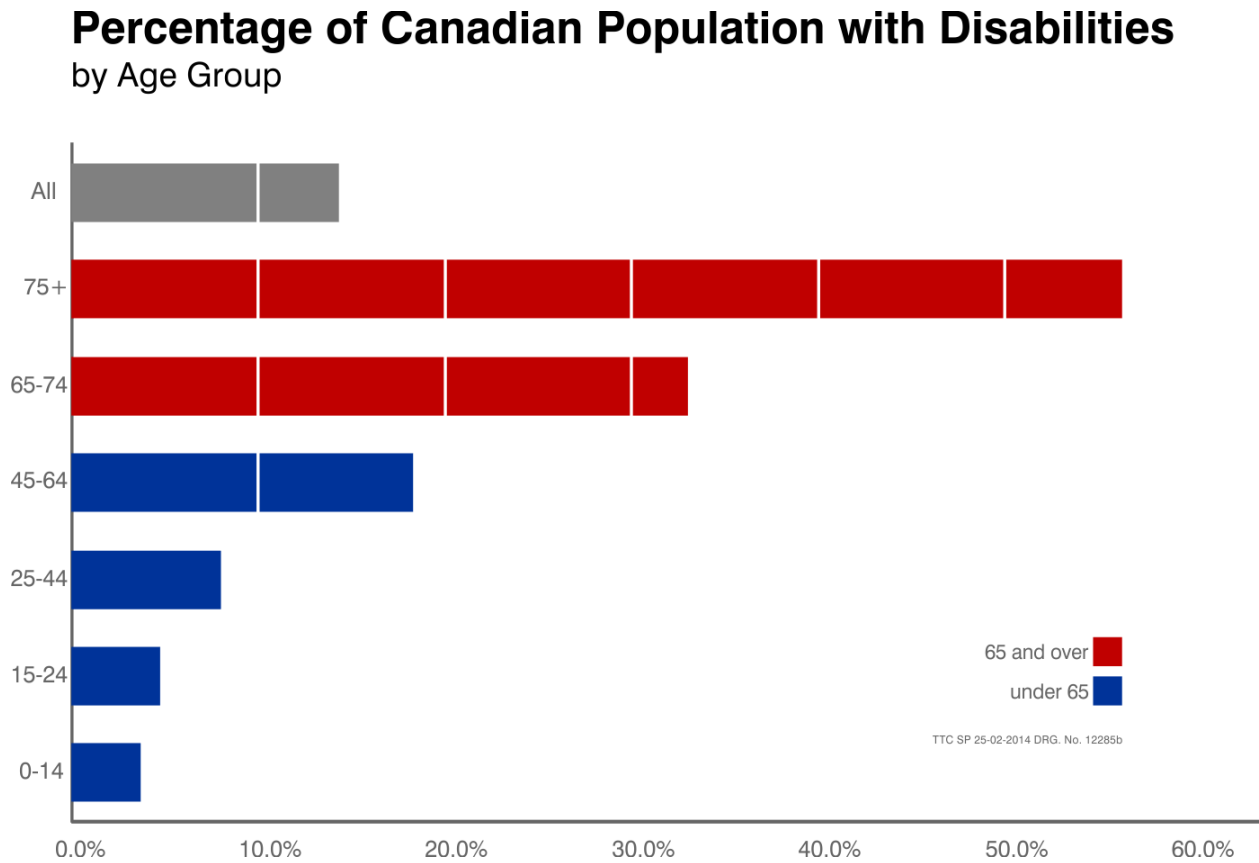


Source: CUTA "Value Case for Accessible Transit in Canada, 2013 p.4", Federal Disability Report by Human Resources and Skills Development Canada, 2011 p.13

Many seniors with disabilities, especially those that can no longer drive, rely on accessible transit services. Overall, the projected increase in seniors and people with disabilities is expected to result in increased demand for the TTC's accessible conventional and Wheel-Trans services.
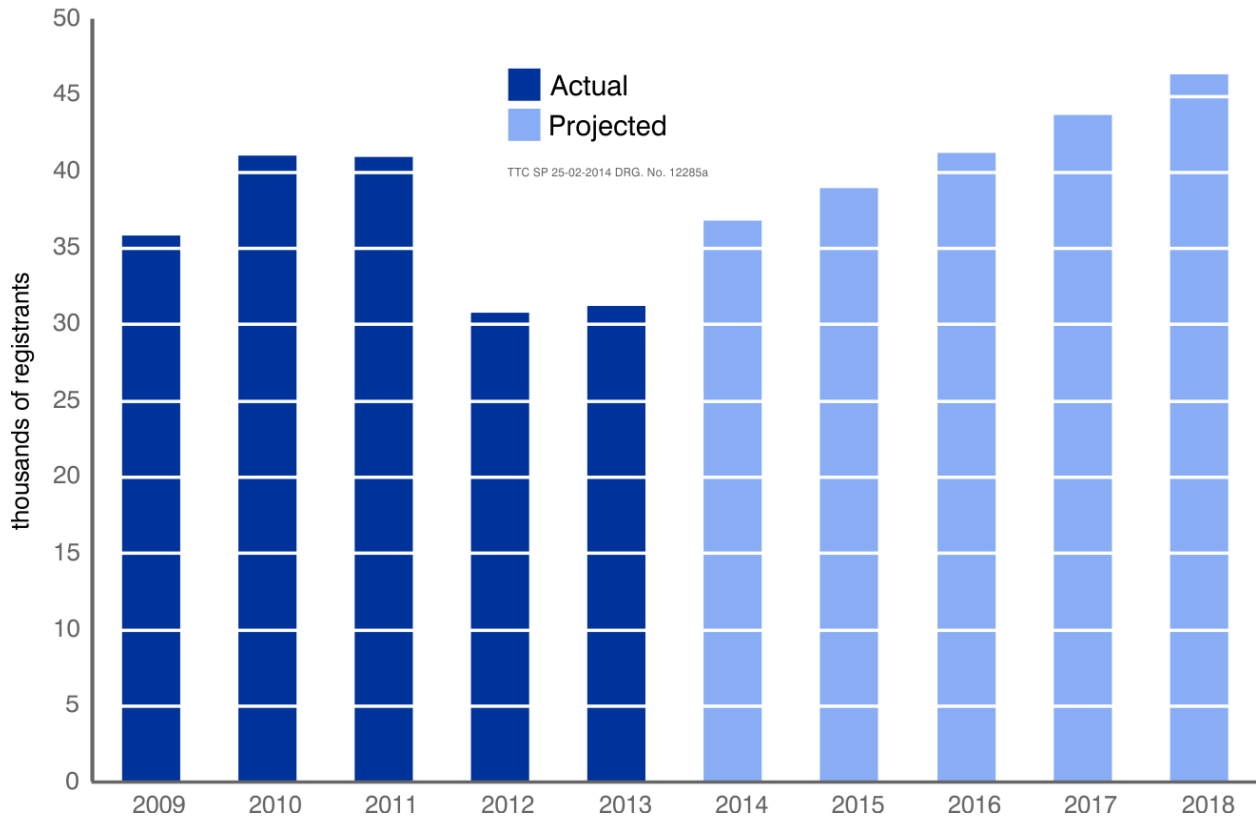
## 3.6.2  Projected Wheel-Trans Registrants

In order to forecast Wheel-Trans demand, Toronto population projections and census data are reviewed annually. In 2013, Wheel-Trans provided door-to-door service for 31,200 active registrants who have limited physical mobility. As shown in Figure 3, this is forecast to increase to 46,400 by 2018, based on historical data and by matching the effect of an increase in population by age group against an increase in active registrants.

**Figure 3: Wheel Trans Active and Projected Registrants, 2009 to 2018**

# Wheel-Trans Active Registrants
## actual and projected, 2009 to 2018



The projected average number of trips per registrant for years 2014-2018 is based on historical data trends from the past five years. Wheel-Trans ridership in 2013 was 2.83 million trips. By 2018, it is projected that Wheel-Trans will provide 3.82 million trips per year, as shown in Figure 4.

**Figure 4: Wheel-Trans Actual and Projected Demand, 2009 to 2018**

# Wheel-Trans Actual and Projected Demand
## 2009 to 2018
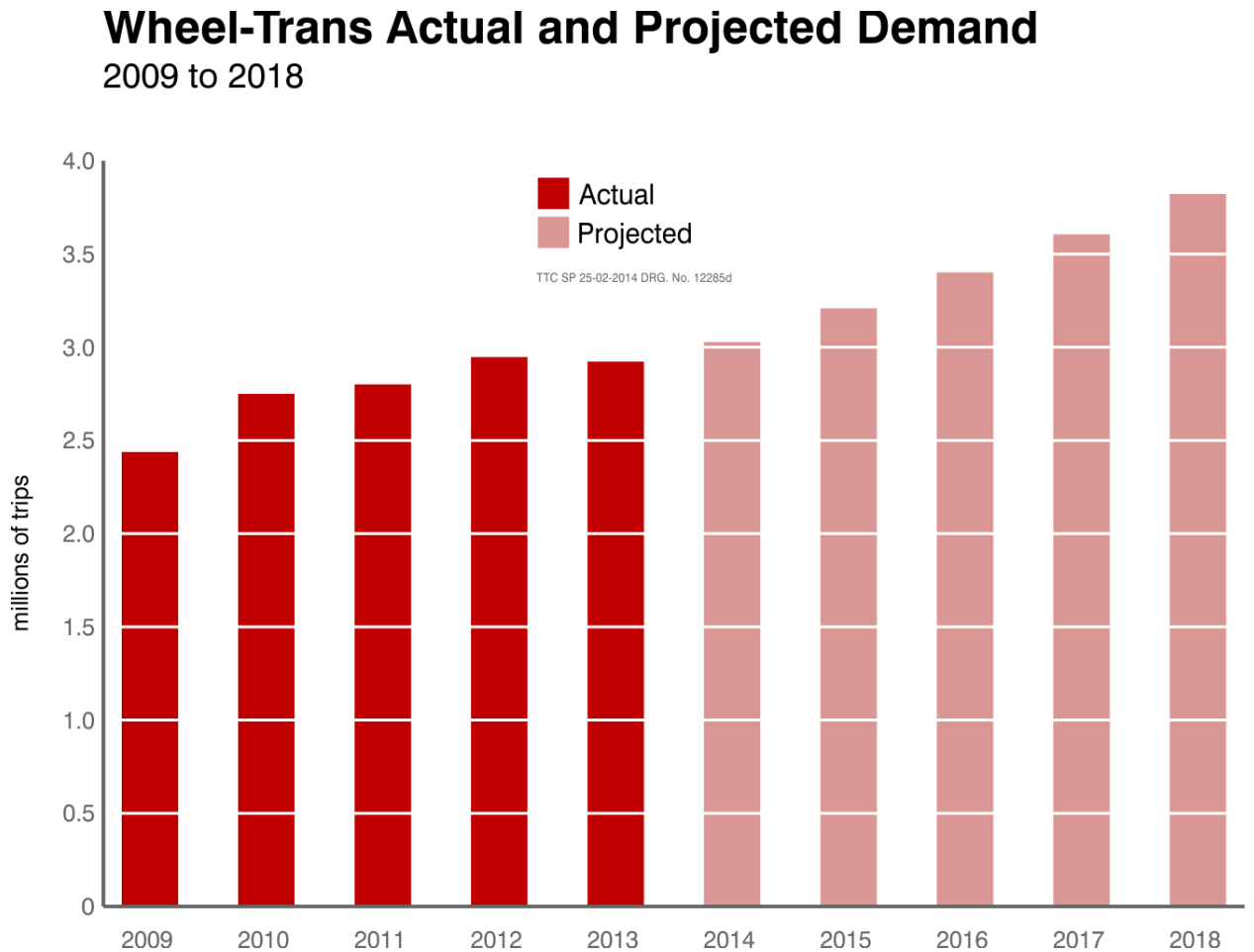


One factor which influences the development of the Wheel-Trans demand forecast is the continuing accessibility improvements to the TTC's conventional services. While it is expected that demand for Wheel-Trans door-to-door service will continue to grow over the next five years, it is anticipated that improving the accessibility of conventional services will moderate this increase in demand by making it more-practical for some Wheel-Trans registrants to travel on the fixed-route system. While improving the accessibility of fixed-route services will never eliminate the need for all door-to-door services, this improved accessibility will increase the use of the conventional system by seniors and people with disabilities, and provide the additional benefits of spontaneous trip-making and more-flexible travel options.

The increased use of the conventional system by customers who are eligible for Wheel-Trans will also have a financial benefit by mitigating the amount of Wheel-Trans subsidy increase that would otherwise be required on an annual basis. This is significant because each ride taken on Wheel-Trans currently requires $34.71 in subsidy vs. $0.79 in subsidy for each ride taken on the conventional system.[1]

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[1] 2014 TTC and Wheel-Trans Operating Budget.

# 4 Consultation

In preparing this accessibility plan, TTC consulted with its Advisory Committee on Accessible Transit (ACAT), reviewed customer communications submitted through our Customer Service Centre, and reviewed customer comments provided by seniors and customers with disabilities at the Public Forums on Accessible Transit, which have been held annually since 2008.

## 4.1 Advisory Committee on Accessible Transit (ACAT)

There are many types of challenges experienced by TTC customers using transit services, and it is a complex task to accommodate all customers' needs. The TTC has established an ongoing process for consulting with, and tapping into the expertise of, people with disabilities and to enlist their support in the search for solutions that work for everyone. This is primarily accomplished through the TTC's Advisory Committee on Accessible Transit (ACAT), a 15-member group representing a broad spectrum of people with disabilities, including people with physical, sensory, or communication disabilities, seniors, and advocates for people with disabilities.

ACAT and its subcommittees are deeply involved in reviewing plans, vehicle and station designs, operating procedures of TTC services, and new PRESTO fare system requirements and devices. The TTC has worked with ACAT through its Service Planning Subcommittee to ensure that the vision, goals, and objectives of this multi-year accessibility plan meet the needs of people with disabilities and seniors.

## 4.2 2013 Public Forum on Accessible Transit

The TTC and ACAT jointly hold annual public meetings to obtain input on accessibility issues. The sixth annual Public Forum on Accessible Transit was held in May 2013 to discuss TTC accessible conventional and specialized services, vehicles, and facilities. This event, which is popular with TTC's customers with disabilities, provides an opportunity for TTC senior staff and ACAT members to hear directly from customers about their accessibility priorities, complaints and commendations, and requests for change. Approximately 350 people attended the event in person.

In an effort to reach a wider audience, the TTC launched three new ways for customers, who could not attend, to provide input to the Public Forum in 2013, including an online survey on the TTC website, the #TTCAccess twitter hashtag, and a dedicated email address. In total, over 420 individual comments were received at the event and online.

Several accessibility issues were raised during the meeting, including:

- Ramp reliability and ramp usage policy for TTC conventional buses.
- Height difference between subway cars and subway platforms.
- Reliability of TTC elevators and escalators.
- Need for improved signage and wayfinding, especially at subway interchange stations.
- Excessive booking/phone wait times to book Wheel-Trans rides.
- Wheel-Trans service reliability.

A summary of the event, including TTC responses to the accessibility issues raised at the

Forum, were made available in the Accessibility section of the TTC website. In addition, TTC's senior staff have taken this input into account when assessing TTC services and in the development of budgets and this accessibility plan.

TTC and ACAT will continue to hold Public Forums on Accessible Transit, on an annual basis, and will seek to improve the format of the event based on customer and staff feedback.

# 5   System Accessibility Status and Recent Improvements

The TTC has made significant progress in moving towards a 100% accessible transit system since the TTC's multi-phase Easier Access program began in 1989.

The accessibility of the TTC's conventional transit services has been improved through numerous initiatives, including elevator construction, designated waiting areas, tactile edges on subway platforms, low-floor accessible buses, and modern subway trains. Wheel-Trans services have been improved with modern vehicles, technological advancements such as online booking, and increased levels of service.

As of 2013, the TTC has:

- 32 accessible subway stations (46%).
- 7462 accessible bus and streetcar stops, out of a total of 9438 (79%).
- 1850+ buses, 250+ Wheel-Trans buses, and 700+ subway cars, all of which are accessible.

The streetcar network, and approximately half of the TTC's subway stations, are not yet accessible. Plans are in place to make all subway stations and streetcar routes accessible, as described in Section 6, and shown in Figure 5.

**Figure 5: Accessible Conventional Transit Vehicles and Stations, 1995-2025**

# Accessible Conventional Vehicles and Stations
1996-2013, projected to 2025
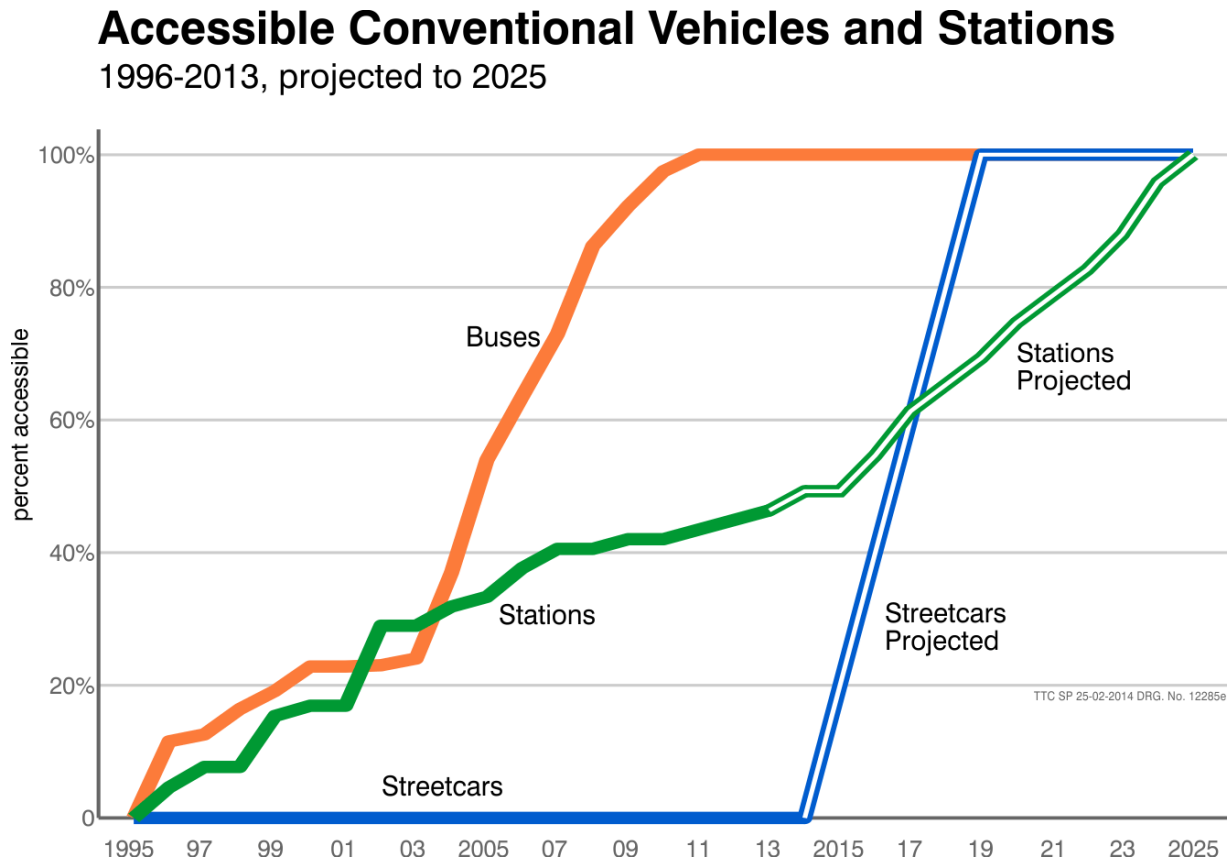


**Note:** In-service dates for streetcars and stations are subject to change.

Details on recent improvements and accessibility initiatives in the areas of stations and facilities, vehicles, Wheel-Trans services, and customer service are described below.

## 5.1   Stations and Facilities

### 5.1.1   Elevators and Accessibility Improvements

As of 2013, TTC operates 83 elevators at 32 accessible subway/RT stations.[2] Downsview Station and Line 4 (Sheppard) have been accessible since they opened in 1996 and 2002, respectively. "Easier Access" upgrades were implemented at 26 other stations between 1996 and 2013. These upgrades have provided a barrier-free path between street, bus/streetcar platforms, and subway platforms, and generally include the installation of one or more elevators, accessible fare gates, automatic doors, and new signage and wayfinding.

Four subway stations became accessible over the past five years: North York Centre in 2009,

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[2] TTC also operates two other elevators at Queen's Quay and St Clair West Stations, but these stations are not yet accessible. Several third-party elevators also connect to TTC subway stations through adjacent buildings.

Victoria Park in 2011, St Andrew in 2012, and Pape in 2013. This is fewer stations than had been projected in the TTC's *2008 Accessible Transit Services Plan*, which anticipated that accessibility upgrades would be complete at all subway/RT stations by 2020. For additional details, refer to section 7.1.

### 5.1.2  Bus Platforms and Station Entrances

In addition to the subway/RT stations where the full "Easier Access" upgrades have been completed, bus-platform and station entrance accessibility features were implemented at ten additional subway stations in 2009-2010. This means that transfers between accessible bus routes within these subway stations, fare gates, and doors to the street are accessible in advance of the installation of elevators and other features involved in the complete "Easier Access" program.

## 5.2  Vehicles

### 5.2.1  Conventional Buses

The TTC has purchased only accessible conventional buses since 1996, as part of a program to gradually make the entire bus fleet accessible. In 1998, TTC began to purchase only accessible low-floor buses for its bus fleet, recognizing the easier access provided by these vehicles for customers, and improved reliability of the accessibility equipment vs. high-floor buses with lifts. After replacing all of its older buses over 15 years, the TTC achieved a major milestone when its bus fleet became fully accessible in 2011.

TTC now operates over 1,600 accessible 12-metre-long low-floor buses. These buses are equipped with ramps, kneeling features, two flip-up wheelchair and mobility device priority locations, colour-contrasted stanchions with accessible stop-request buttons, audible and visual electronic stop announcements, high visibility destination signs, and an accessible low floor between the two sets of doors.

The latest bus order consists of 153 accessible low-floor 18-metre-long articulated buses, which began to be placed into service on the TTC's busiest routes in late 2013. These buses have improved accessibility features, including a larger front entrance, and larger stop request buttons at the mobility device positions.

The TTC also currently operates over 200 high-floor accessible buses. Equipped with a wheelchair and mobility device lift rather than a ramp, these buses otherwise have accessibility features comparable to the remainder of the bus fleet.

### 5.2.2  Toronto Rocket Subway Trains

All TTC subway and Scarborough RT cars have level-boarding and are accessible. However, the TTC's newest subway cars are better equipped and more-readily meet the needs of customers with disabilities.

In 2011, new Toronto Rocket subway trains began operating on Line 1 (Yonge-University-Spadina). The accessibility features of these subway trains include dedicated seating areas demarcated with a blue outline with seats in the "flipped up" position by default, an accessible interior layout, tactile wayfinding strips throughout the train, visual and audio communications

systems along with video surveillance for safety and security purposes, multiple customer information video screens and electronic trip maps, a passenger assistance intercom at each mobility device location, and an emergency detrainment ramp at each end of the train.

As of December 2013, there were 43 Toronto Rocket train sets available for service. Over the next few years, the overall order of 70 Toronto Rocket trains will completely replace the older H-series subway cars, which are accessible, but are not equipped with the modern accessibility features of the Toronto Rocket trains.

To resolve initial issues, the height of all Toronto Rocket trains has been adjusted downward to reduce the height difference between the train entrance and subway platforms. However, there are minor variations in platform heights along subway stations, so the height difference between trains and platforms can vary, with some differentials being more pronounced. A long-term plan is being developed to resolve these height differences.

### 5.2.3 Low-floor Streetcars

In advance of the introduction of the new low-floor streetcars, TTC has begun to complete minor modifications to existing streetcar platforms and shelters to improve accessibility and ensure that a ramp can be safely deployed from the new streetcars onto the platforms. TTC completed these improvements to the platforms on the Spadina streetcar right-of-way, Bathurst Street, Fleet Street, and Lakeshore Boulevard in 2012-13.

The City of Toronto also began to install curb ramps at on-street streetcar stops in 2013 to support the new low-floor streetcars. These curb ramps align with the second door of the new low-floor streetcars, where the ramp is located. The curb ramps also feature the first major installation on City of Toronto streets of new "truncated dome" tactile markings for improved safety and wayfinding for people with vision impairments.

### 5.3 Wheel-Trans Services

### 5.3.1 Vehicles

Over the past four years, 201 new low-floor specialized buses were acquired to replace the fleet of older Wheel-Trans vehicles, which will reach the end of their service lives by 2015. These vehicles are larger and better equipped than the older vehicles they are replacing. These vehicles are also now used to operate the TTC's five (5) community bus routes.

### 5.3.2 Online Booking

In addition to automated RideLine telephone trip booking, or booking a trip directly with a reservationist, Wheel-Trans now offers online booking for its customers. Online booking allows customers to book trips up to a week in advance, at their convenience, with no waiting time on the phone. In 2013, 36% of all Wheel-Trans bookings were made online.

### 5.3.3 Same Day Service

Customers may request trips to accessible subway stations on the same day with a minimum of four hours' notice. In addition, as of January 1, 2014, customers can request a ride on the same day of service to any destination, where space is available – again, at least 4 hours in advance

of when the ride is required. These trips may be booked online or by phone.

### 5.3.4 Seven Day Advanced Booking

After successfully completing a pilot project in 2012, Wheel-Trans now allows all customers to book occasional (non-reoccurring) trips up to seven days in advance. Previously, customers could only book these trips one day in advance.

### 5.3.5 24 Hour Service

Wheel-Trans launched 24-hour per day transit service on January 1, 2013, which added an additional 4.5 hours of service every day for Wheel-Trans users. With this change, the hours of service offered on Wheel-Trans and the TTC's conventional services were harmonized.

### 5.3.6 Integration Pilot Project

In 2012-13, Wheel-Trans undertook a pilot project to encourage its customers to transition their trips to the conventional transit system, where possible. The pilot project offered customers with disabilities personalized training on how to use the conventional transit system, and a complimentary Metropass for three months. The initiative was expected to reduce costs, given the significantly-lower subsidy required compared to trips on the Wheel-Trans system. Feedback from customers involved in the pilot project was mostly positive. TTC is now reviewing lessons learned from the pilot project as it proceeds to develop a new service integration program for Wheel-Trans customers.

## 5.4 Customer Service Initiatives

The TTC's renewed focus on customer service over the past five years has included many initiatives related to accessibility, ranging from customer focus groups to enhanced training, and better customer information.

### 5.4.1 Customer Liaison Panel

In March 2012, the TTC formed its first Customer Liaison Panel (CLP), which was recommended in the 2010 report of the Customer Service Advisory Panel. The CLP acts as an ongoing customer focus group and includes one member representing ACAT. The ACAT representation on the CLP ensures that advocates for people with disabilities and seniors are involved in all new TTC customer service initiatives.

### 5.4.2 Daily Customer Service Report and E-Alerts Improvements

TTC is committed to improving the reliability of our elevators and escalators through improved maintenance and design. To reflect this, the TTC is now producing a Daily Customer Service Report which provides the latest information about the TTC's system performance, including information on elevator and escalator availability. In January 2013, the TTC increased its target for elevator availability from 97% to 98% of the time, based on achievements in 2011-12 in improving the reliability of these devices.

Recognizing that there will still be elevator outages from time to time, the TTC has worked to improve the information available to customers about these occurrences. In 2012, the TTC expanded its e-Alerts subscription service, allowing customers to be automatically notified by

email about elevator outages and elevators returned to service after repairs. This information is also available on Station Information Screens in subway stations, on the TTC website, via the dedicated LIFT-line phone number, and on the @TTCNotices Twitter feed.

### 5.4.3 Training

All TTC employees have completed an AODA Customer Service Standard training course. Additional training on disability issues is integrated into refresher training sessions that all frontline employees must attend every 3-to-5 years. ACAT members attend some of these sessions to ensure that employees are aware of the most common accessibility issues faced by TTC customers. Operator compliance with TTC customer service standards, including accessibility requirements, is also regularly assessed by "plain clothes" supervisors and "secret shoppers".

The TTC has also developed a new training program to address the requirements of the IASR. TTC employees received this training by January 1, 2014, and the information has been integrated into training programs for new employees.

### 5.4.4 Customer Information Screens

The Next Vehicle Information System (NVIS) currently provides automated next bus arrival/departure or streetcar arrival times on LED displays in 104 on-street shelters, eight LED sign displays installed in six bays within five stations, and on 37 large LCD screens in 20 stations. Customers can also send text messages, use the Nextbus.com website, or third-party smartphone apps to determine in real-time when their next bus or streetcar will arrive.

Station Information Screens (SIS) have been installed at station entrances to provide pertinent information to customers on the operating status of the subway and surface routes and other important information needed before paying a fare. These screens also include information on TTC elevator outages. Currently, TTC has 44 SIS screens installed in 35 stations.

Platform Video Screens (PVS) are displayed at the platform level of subway stations. These screens provide next train arrival times, service/delay information, and elevator outage information, in addition to news and weather information. Currently, 292 screens have been installed in TTC subway stations.

### 5.4.5 Website

The TTC website currently complies with World Wide Web Consortium (W3C) Web Content Accessibility Guidelines (WCAG) 2.0 Level AA (AAA for colour) and meets the schedule set for large public organization websites in the IASR. New features and content on the TTC website will continue to follow established and evolving web standards.

ACAT members, working with TTC staff, have created "Station Descriptions" which are located on all subway station pages on the TTC website. These descriptions contain detailed information for all customers about the layout of each subway station, including entrances, levels and the means of moving between levels, and bus transfer points.  The subway station descriptions are fully accessible to customers using screen readers and customers who cannot use maps.

### 5.4.6 Support Person Fares

TTC implemented a program, effective January 1, 2014, to allow people with disabilities to travel with a support person on a single fare. Any person with a disability who requires a support person to accompany them to assist with communication, mobility, personal care, medical needs, or with access to goods, services, or facilities may apply for a TTC Support Person Assistance Card. Card holders may travel with one support person for a single fare on any TTC service. Additional companions or escorts must pay a fare.

## 6   Ongoing Accessibility Improvements

TTC has identified several opportunities for accessibility improvements in the areas of stations and facilities, vehicles, Wheel-Trans services, and customer service initiatives. Each subsection below describes goals and objectives in these four areas, which the TTC will seek to achieve over the next five years to improve the accessibility of the public transit system.

These goals and objectives were identified through our consultations, as well as the requirements of the AODA and other policies and plans. These goals complement the vision identified in the TTC's 5-Year Corporate Plan and include applicable goals of the TTC's Customer Charter.

### 6.1   Stations and Facilities

| Goal | Objectives |
|---|---|
| Ensure all TTC construction projects incorporate accessibility best practices. | • Review TTC design standards in 2014 and implement changes to incorporate new legislative requirements. |

The TTC reviews all of its customer-facing construction projects at several design milestones to ensure that accessibility barriers are removed, where possible, and to ensure that no new accessibility barriers are created. All TTC projects are designed to meet internal TTC design standards, which incorporate accessibility requirements and go beyond the minimum requirements of the Ontario Building Code (OBC) and the Integrated Accessibility Standards Regulation (IASR).

New OBC accessibility requirements will begin to apply to new and renovated TTC facilities for projects starting in 2015. New accessible exterior public space requirements under the IASR will also apply to the TTC starting in 2016. In general, these IASR requirements apply during any new construction or redevelopment of exterior spaces in areas that are not currently covered by the OBC. TTC-related examples include exterior pedestrian paths at transit stations, curb ramps, rest areas for pedestrians, and parking lots.

In 2014, TTC will continue to review and update internal TTC design standards, as appropriate, to incorporate IASR requirements, and emerging accessibility best practices.

### 6.1.1  Elevators and Barrier-Free Paths

| Goal | Objectives |
|------|------------|
| Create barrier-free paths of travel in subway stations. | • Complete accessibility retrofits at Dufferin and Lawrence West stations in 2014.<br>• Complete accessibility retrofits at nine additional stations by 2018. |

The TTC Easier Access program provides elevators, accessible fare gates, automatic sliding doors, and other accessibility improvements at transit stations. Over the next five years, the TTC aims to make 11 stations accessible. In 2014, elevators and other accessibility improvements will be completed and operational at Dufferin and Lawrence West Stations, and construction to install elevators will start at Woodbine, Coxwell, Ossington, and St. Clair West Stations.

The design and construction schedule for Easier Access improvements is based on station priority rankings which were developed in consultation with ACAT, taking into account ridership, geographic location, connecting surface routes, density of seniors and people with disabilities in an area, Wheel-Trans registrant travel patterns, and other criteria.

The total estimated cost to make all 32 remaining subway stations accessible is $480 million. The 2014-2023 TTC Capital Budget, approved by City Council on January 27 and 28, reflects a $240 million reduction in the Easier Access program. As a result of this reduction, funding is not available for construction of the last 17 stations on the design and construction schedule, as follows:

**Line 1 (Yonge-University-Spadina):** Wellesley, College, Spadina, Summerhill, Museum, Rosedale, Glencairn.

**Line 2 (Bloor-Danforth):** Greenwood, Lansdowne, Keele, Chester, Christie, Castle Frank, High Park, Old Mill, Warden, Islington.

Full funding of the Easier Access program will need to be restored by 2017 in order to allow the TTC to make all stations accessible by 2025. Limited planning of these stations' accessibility features may continue, with the possibility that funding for the Easier Access program will be reinstated. The College Station Easier Access project is combined with the Second Exit project, so staff will proceed with concept design development and property acquisition.

The budget reduction in the Easier Access program is a part of the TTC's larger Capital Budget shortfall.  The TTC requires $9 billion over the next 10 years to complete important capital projects, however, the Capital Budget is currently $2.7 billion short, resulting in a number of unfunded projects, including the Easier Access projects noted above. The City-TTC Transit Funding Task Force has been established to seek long-term, sustainable, predictable funding from the Province of Ontario and Government of Canada to address the underfunding of the capital budget.

Given the funding reduction for the Easier Access program in the TTC 2014-2023 Capital

Budget, TTC must inform the Minister of Economic Development, Trade and Employment that the TTC cannot make all subway stations accessible by 2025, unless full funding is made available.

Table 1 below shows the TTC schedule to make all subway stations accessible by 2025 if full funding were available. Stations that do not currently have funding available are noted.

**Table 1: TTC Easier Access Project – Station Completion Schedule**

Schedule for all stations to be completed by 2025, as required by Provincial AODA Legislation, based on full funding.

**Stations below currently have funding for construction in the TTC 2014 – 2023 Capital Budget:**

| Stations | Complete by |
| --- | --- |
| Dufferin | 2014 |
| Lawrence West | 2014 |
| St. Clair West | 2016 |
| Woodbine | 2017 |
| Coxwell | 2017 |
| Ossington | 2017 |
| Royal York | 2017 |
| Wilson | 2017 |
| Runnymede | 2018 |
| King | 2018 |
| Yorkdale | 2018 |
| Dupont | 2019 |
| Donlands | 2019 |
| Bay | 2019 |
| St. Patrick | 2020 |
| Sherbourne | 2020 |
| Lawrence | 2020 |

**Stations below do not have funding for construction in the TTC 2014 – 2023 Capital Budget:**

| Stations | Complete by |
| --- | --- |
| Greenwood | 2020 |
| Wellesley | 2021 |
| Lansdowne | 2021 |
| Keele | 2021 |
| College | 2022 |
| Spadina | 2022 |
| Chester | 2022 |
| Christie | 2023 |
| Castle Frank | 2023 |
| Summerhill | 2023 |
| High Park | 2023 |
| Museum | 2024 |
| Rosedale | 2024 |
| Old Mill | 2024 |
| Glencairn | 2025 |
| Warden | 2025 |
| Islington | 2025 |

### 6.1.2 New Station Entrances

| Goal | Objectives |
| --- | --- |
| Create new accessible entrances at subway stations. | <ul><li>Open a new accessible entrance at Queen's Park Station in 2014.</li><li>Open a new accessible entrance at Sheppard-Yonge Station in 2014.</li><li>Work with property developers to create new accessible entrances to stations, where opportunities arise.</li></ul> |

In addition to Easier Access upgrades, TTC also works with developers, who are building adjacent to TTC properties, to construct new subway entrances through entrance connection agreements. In 2014, a new accessible entrance will open at Sheppard-Yonge Station, connecting the office, retail and condo development directly to the Line 4 (Sheppard) platform. A new accessible entrance will also open at Queen's Park Station in 2014. Wherever possible, TTC will continue to pursue opportunities to create new accessible entrances to subway stations through adjacent developments.

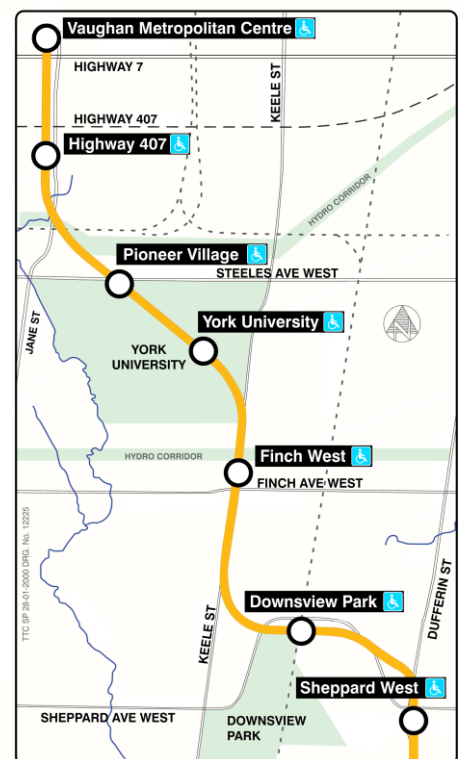### 6.1.3 Toronto York Spadina Subway Extension (TYSSE)

| Goal | Objective |
|------|-----------|
| TYSSE is 100% accessible on opening day. | • ACAT to review TYSSE construction in 2015-16, prior to project completion, to ensure all required accessibility features have been implemented as designed. |

**Figure 6: Toronto York Subway Spadina Extension**



The 6.2-kilometre long Toronto-York Spadina Subway Extension (TYSSE) is expected to open for service in late 2016. The extension will run from the existing Downsview Station (to be renamed to Sheppard West Station), northerly to York University and Vaughan Metropolitan Centre Station.

Figure 6 shows the six new accessible stations that will be added to the subway system when the project is completed. All the stations will be constructed to TTC accessibility standards with elevators, escalators, accessible doors, accessible fare equipment, visual and audible messaging systems, tactile paths and platform edge tiles, high levels of lighting, etc. The new commuter parking lots will have designated accessible parking spaces for people with disabilities.

ACAT reviewed the stations at critical points in the design process and provided advice to ensure that these stations are as accessible as possible. ACAT will also review all stations once construction has been completed to ensure that accessibility features have been incorporated into the stations, as designed.

### 6.1.4 Metrolinx Rapid Transit Lines

| Goal | Objective |
|------|-----------|
| Accessible, seamless connections between Metrolinx rapid transit lines and TTC services. | • Collaborate with Metrolinx to ensure all major transfer points between rapid transit lines and TTC services are accessible. |

Metrolinx has approved several new light rail lines for construction in the City of Toronto. As part of the TTC-Metrolinx agreement, TTC will collaborate with Metrolinx to ensure that all major transfer points between the rapid transit lines and TTC services, including subway interchanges and bus terminals, are accessible and provide a seamless customer experience.

### 6.1.5 Elevator and Escalator Reliability

| Goal | Objectives |
|------|-----------|
| Continue to improve the availability and reliability of escalators and elevators. | • Rebuild 5 elevators to improve reliability by 2015.<br>• Replace 5 escalators to improve reliability by 2018.<br>• Implement escalator and elevator real-time monitoring system in mid-2016. |

The TTC will continue rebuilding its escalators and elevators to improve reliability. By 2015, TTC plans to comprehensively overhaul five of its elevators at Finch, Bathurst, Dundas West, and Kennedy Stations, as a continuation of a previous project that overhauled eight elevators in 2009-14.

By 2018, five escalators at King, Spadina, and Broadview Stations will be replaced. This will result in more reliable escalator service at these stations.

TTC is also implementing an escalator and elevator real-time monitoring system (RTMS). Currently, staff must report elevator and escalator outages to the Transit Control Centre upon learning of them firsthand or from customer reports, meaning it could be several hours between the outage occurring and when Transit Control is notified. RTMS will allow Transit Control to be automatically notified immediately whenever an escalator or elevator goes out of service and for mechanics to be dispatched accordingly, improving response times and customer service. The RTMS project is anticipated to be completed by mid-2016.

### 6.2 Vehicles

### 6.2.1 Low-Floor Streetcars

| Goal | Objectives |
|------|-----------|
| All streetcars and streetcar stops accessible, where possible. | • Launch the first accessible streetcar route in 2014.<br>• Install new curb ramps or modified platforms, as required, at all streetcar stops by 2018.<br>• All streetcar routes accessible by end of 2019. |

The TTC has ordered 204 new low-floor accessible streetcars to replace the existing streetcar fleet. These vehicles will be a major step forward for the TTC towards making all of its conventional transit services accessible. The second module of each new streetcar will be accessible, including a ramp at the wide double door, two mobility device positions, accessible stop and ramp request buttons, two-way driver intercoms, and fare payment devices.

As of year-end 2013, three low-floor streetcars have arrived on TTC property. These streetcars are undergoing a series of performance, reliability, and safety tests before entering revenue

service. One of these vehicles has been returned for retrofit to production condition.

510 Spadina is scheduled to receive the TTC's first low-floor streetcars in 2014. Additional low-floor streetcars will be gradually introduced into the system, with all streetcar routes accessible by 2019. The current rollout schedule for the new streetcars is shown in Table 2.

**Table 2: Low-Floor Streetcar Deployment Plan**

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

**Note: Schedule is subject to change.**

Over the next five years, TTC will continue to prepare for the new low-floor streetcars and improve accessibility by modifying existing streetcar platforms and working with the City to install new curb ramps at streetcar stops. In 2014, this work will include the platforms on The Queensway and along Roncesvalles Avenue, the platform at Spadina Station, and curb ramps on Dundas Street, King Street, and parts of Queen Street. All curb ramp and streetcar platform accessibility work will be completed by 2018. Fare-vending machines will be installed at high-demand streetcar stops as part of this work to allow customers to purchase their fares before boarding.

### 6.2.2 Conventional Buses

| Goal | Objectives |
|---|---|
| All buses and bus stops accessible. | <ul><li>Replace all high-floor lift-equipped buses with new low-floor buses by 2016.</li><li>Review all inaccessible bus stops in 2014 to determine if these can be made accessible.</li><li>Work with City of Toronto Transportation Services to upgrade as many stops as possible by 2018.</li></ul> |

The TTC's high-floor accessible buses are now approaching the end of their 18-year service lives and will be replaced with new low-floor buses by the end of 2016, as shown in Figure 7.

The TTC has committed to purchasing only accessible low-floor buses for all future orders.

**Figure 7: High-Floor Lift-Equipped Bus Retirement Plan**

# High-Floor Lift-Equipped Bus Retirement Plan
number of buses at year end
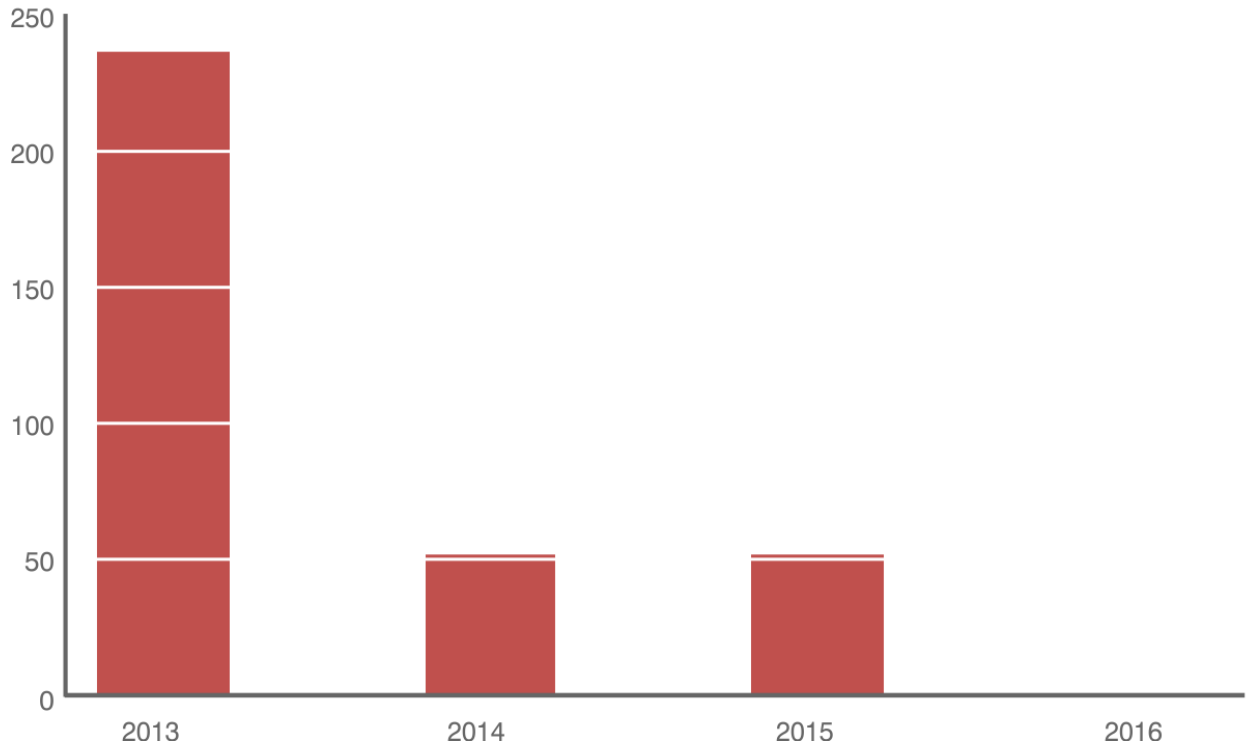


The TTC will also work with the City's Transportation Services Department to increase the number of accessible bus stops. Currently, 20% of bus stops are not accessible. For TTC to designate a stop as accessible, it must have a hard-surfaced pad at least 2.2-metres-wide for existing stops, or 2.4-metres-wide for newly-constructed stops, and at least 2.0-metres-long to accommodate bus ramps/lifts. 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, or shelters – or the sidewalk may need to be widened. Where stops cannot be made accessible, Operators are trained to pick up and drop off customers with disabilities at the closest available safe location. TTC staff will continue to look for ways to make even the most-challenging stops accessible.

### 6.2.3  Toronto Rocket Subway Trains

| Goal | Objectives |
|------|-----------|
| Provide additional accessibility features for Toronto Rocket subway trains. | • Begin to install exterior door chimes at all train doors in 2014.<br>• Begin to install improved intercar barriers on all trains.<br>• Determine feasibility of audible notification of the side of the train on which doors will open at each station. |

The initial public response to the Toronto Rocket trains, including the TTC's customers with disabilities who use the subway system, has been positive. However, based on ACAT and customer feedback, design work is now underway to implement additional modifications to further improve the level of accessibility provided by these trains, including exterior chimes at each door and an improved guide/barrier external to the train at inter-car locations.

It is currently estimated that an exterior door chime retrofit program will commence in mid-2014. A timeline has yet to be determined for intercar barrier modifications, which will consist of an additional bungee cord angled towards the platform at foot height.

Trials are underway to determine the feasibility of audible notification of the side of the train on which doors will open at each station.

## 6.3  Wheel-Trans Services

### 6.3.1  Easier Trip Booking

| Goal | Objective |
|------|-----------|
| Improve the options available for customers to book Wheel-Trans trips. | • Increase the number of staff available to answer reservation request calls in 2014.<br>• Upgrade the Wheel-Trans website in 2014 to enable customers to add new addresses online. |

In order to reduce wait times for Wheel-Trans customers to book a trip, seven new customer service staff will be added to book customer trips in 2014.

Based on customer and ACAT feedback, Wheel-Trans will also work to upgrade its online trip booking website to make it easier for customers to book trips. A key component of this work will enable customers to input new destination addresses directly into the online booking system, which can currently only be done over the phone or by mail. When implemented, this change should reduce the demand for booking by phone by allowing customers to book trips to new addresses independently, and reduce phone wait times for all customers.

### 6.3.2 Service Integration

| Goal | Objectives |
|---|---|
| Increase use of the conventional transit system by seniors and people with disabilities. | • Develop a service integration plan in 2014-15 to transition some Wheel-Trans customers to the conventional system.<br>• Revise Wheel-Trans eligibility criteria to introduce "conditional eligibility" by 2017. |

As the conventional system becomes more accessible, it will become possible for many Wheel-Trans customers to transition some or all of their trips to the conventional transit system. A service integration plan will be developed to facilitate this objective.

As part of this plan, TTC will work to develop programs and incentives. This may include integrated conventional and Wheel-Trans trip planning and booking, conventional service travel training for customers, and/or other initiatives. To facilitate the implementation of the service integration plan, and as part of compliance with AODA accessibility regulations, the Wheel-Trans eligibility criteria will be revised to introduce "conditional eligibility". This means that customers who are eligible for Wheel-Trans, but who have the ability to use conventional transit for some of their trips, may be required to use conventional transit for those trips. The implementation of this requirement will occur on or before January 1, 2017, as required by the AODA accessibility regulations.

### 6.3.3 Policies and Procedures

| Goal | Objectives |
|---|---|
| Decrease the number of late cancellations and no-shows. | • Implement a new policy to discourage repetitive late cancellations and no-shows.<br>• Reduce the number of no-shows for eligibility assessment interviews. |

As recommended by the 2012 Auditor General's Report, in 2014 Wheel-Trans will work to update its policies regarding repetitive late cancellations and no-shows. Reducing late cancellations and no-shows will allow Wheel-Trans to provide more trips for its registrants. Wheel-Trans will also seek to reduce the number of no-shows for eligibility assessment interviews.

### 6.4   Customer Service Initiatives

### 6.4.1   Next Stop and Pre-Boarding Announcements

| Goal | Objectives |
|---|---|
| Improve the Next Stop announcement system on buses and streetcars. | • Improve the next stop announcements on express bus routes.<br>• Provide electronic pre-boarding announcements by 2017 on TTC vehicles. |

A successful pilot project was undertaken in 2013 to improve express bus stop announcements on the 95 York Mills route. Additional "arriving at…" announcements are now made on this route when buses approach each express stop. Based on the positive results of this pilot, TTC will improve the next stop announcements on the remainder of express bus routes.

The TTC's new streetcars will be equipped with the capability to provide electronic external pre-boarding announcements when they begin operation in 2014. By January 1, 2017, the TTC will provide these announcements on bus and subway modes. Refer to Section 7 for further details. In the interim, TTC bus and streetcar operators will make pre-boarding announcements on request.

### 6.4.2   Priority Seating

| Goal | Objectives |
|---|---|
| Improve the visibility of priority seating locations on buses, streetcars, and subway cars. | • Install new priority seating decals on all TTC vehicles in 2014.<br>• Launch a new priority seating public education campaign in 2014.<br>• Introduce blue seat fabric in priority seating areas starting in 2014. |

All TTC conventional buses, streetcars, and subway/RT cars provide priority seating for people with disabilities (currently called "courtesy seating"). In 2014, new decals will be installed on all TTC vehicles to increase the visibility of these seating areas, as shown in Figure 8. A new public education campaign will launch when the new decals are in place to ensure that customers are aware of the purpose of these seating areas.

**Figure 8: New Priority Seating Decals**
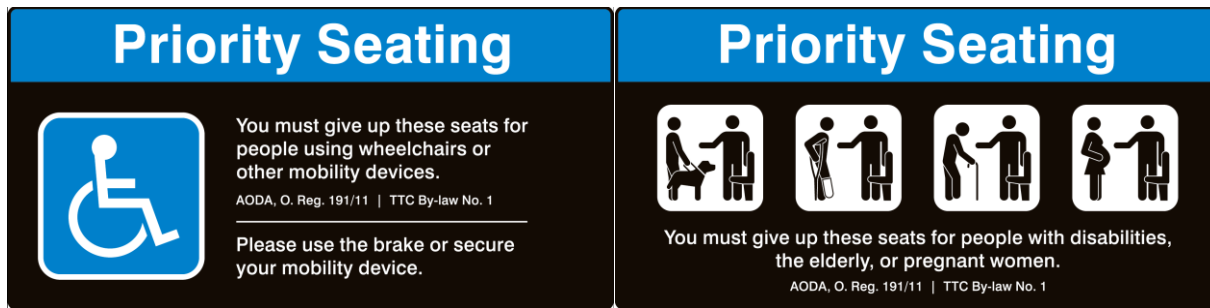


Later in 2014, the TTC will begin to introduce blue seat fabric in priority seating areas on buses, streetcars and subway cars to better distinguish between these seats and the remainder of the vehicle seats. Existing red seats in these areas will be replaced over the next several years.

### 6.4.3 Signage and Wayfinding

| Goal | Objectives |
|------|------------|
| Improved signage and wayfinding at subway stations. | • Introduce a new concept for the representation of subway lines in 2014 and continue to work towards consistent wayfinding signage in all subway stations.<br>• Replace tactile and braille, and other associated elevator signage, for consistency across all TTC elevators over the next five years.<br>• Launch a pilot project for tactile signage at bus platforms. |

A pilot program for new TTC signage was introduced at Bloor-Yonge Station in early 2014 and will be introduced next at St George Station.  This pilot program aims to introduce a new concept for the representation of subway lines and to simplify some aspects of the existing signage system. Should the program be successful, it will be integrated into future Easier Access and Station Modernization projects.

Standards for signage have evolved, since the first TTC elevator was installed in 1996. As a result, different generations of tactile and braille, and other information signage have been installed in and around our elevators, leading to an inconsistent user experience. Over the next five years, the TTC will pursue an update and replacement program for all elevator cab information signage, in order to provide a simplified, consistent experience across the system.

Staff are also working on an initiative to provide new tactile and braille signage on TTC bus platforms. These proposed signs would allow people with visual impairments to more easily identify where their desired route is located. As a first step towards realizing this initiative, TTC will pursue a pilot project in 2014.

### 6.4.4  Customer Information Screens

| Goal | Objective |
|---|---|
| Increase the number of TTC customer information screens at subway stations. | • Install 28 NVAS LCD, 33 SIS LCD, and 23 LED screens at subway stations in 2014.<br>• Post notifications of localized elevator and escalator outages on Station Information Screens. |

In 2014, TTC plans to install 28 large Next Vehicle Arrival System (NVAS) LCD screens in subway stations, allowing customers to monitor next vehicle times while waiting indoors for their bus or streetcar to arrive. 23 smaller LED NVAS screens will also be installed at individual subway station bus/streetcar bays to provide next vehicle information for individual routes for customers who are waiting outdoors.

In addition, 33 Station Information Screens will be installed at subway station entrances in 2014. These screens will provide customers with pertinent system and delay information before they pay a fare, as described in section 5.4.4.

In 2014-15, TTC will also post local elevator and escalator outage information on the Station Information Screens in order to meet the related commitment in the *Toronto Seniors Strategy*.

### 6.4.5  PRESTO Fare Card System

| Goal | Objectives |
|---|---|
| All PRESTO fare payment options are accessible. | • Fare vending machines are accessible when introduced on new streetcars and busy streetcar stops in 2014.<br>• PRESTO Add Value Machines (AVMs) are accessible when introduced within subway stations starting in 2014-15.<br>• Future PRESTO devices are accessible. |

PRESTO fare card readers are currently in use at 14 TTC subway stations. The next phase of the PRESTO rollout, "Wave 1", will coincide with the launch of the TTC's new accessible streetcars in 2014 and will expand the number of PRESTO-equipped subway/RT stations to 25. These 25 stations will be equipped with new PRESTO card fare readers on turnstiles, and Add Value Machines (AVMs) allowing customers to pay for their ride using a PRESTO card, and add money to their PRESTO cards. Fare vending machines will be installed onboard the new streetcars and at busy streetcar stops as part of Wave 1.

TTC and PRESTO have committed to ensuring that all PRESTO devices comply with legislated accessibility requirements. For example, all devices will be designed to include accessible reach ranges and features to allow use by customers with visual impairments.

### 6.4.6  Subway Station Public Address System Upgrade

| Goal | Objectives |
|------|-----------|
| Improve customer communications in subway stations. | • In 2014, upgrade the public address system in 20 subway stations to make announcements easier to hear and understand.<br>• Upgrade the public address system in all subway stations by 2018. |

As part of the Toronto Seniors Strategy and 2014 TTC Customer Charter, the TTC has committed to upgrading the PA system in subway stations to ensure that announcements are clear and easily understood. Every quarter in 2014, the TTC will upgrade the speakers in five subway stations in order to meet this commitment. The project to upgrade the PA system at all subway stations is expected to be completed by 2018.

## 6.5  Ongoing Accessibility Standards Compliance

The TTC is committed to meeting the requirements of Provincial accessibility legislation, including the Integrated Accessibility Standards Regulation (IASR). While the TTC already complies with the requirements of the IASR that have already taken effect, significant advanced planning or funding will be necessary to implement many of the requirements that will come into effect over the next several years. Specific details on the TTC's commitment and progress in implementing the IASR are as follows.

### 6.5.1  Section 43: Accessibility Equipment Failures (2013)

As promised in the TTC Customer Charter, the TTC is committed to ensuring that bus ramps and lifts are functional at all times, recognizing that these features can make the difference between being able to travel or not.

All TTC buses are equipped either with a ramp, or a lift, which can be deployed on request. TTC is working to increase the reliability of this equipment. If a motorized ramp is not functioning, it can be deployed manually by the Operator. Repairs to the ramp mechanism are then made in the garage at the end of the day. The TTC also operates a limited number of lift-equipped buses. If a motorized lift is not functioning, arrangements are made to accommodate the passenger on a following bus, or on Wheel-Trans, and the equipment is repaired when the bus returns to the garage.

Ramp and lift serviceability is checked in several ways. Operators must cycle the ramp/lift during their circle check before leaving the garage. If it will not deploy as intended, the bus does not go out into service until it is repaired. If a ramp or lift is deployed in service and will not stow properly, the bus is taken out of service and maintenance crews are assigned to attend to the bus. Within the garage, the preventive maintenance program assesses ramp functionality and structural integrity every 10,000 km, as well as during the comprehensive Semi-Annual Inspection every six months. As well, due to their additional complexity, lift systems are further maintained during a separate prescribed maintenance program every six months, during which access to the mechanisms is gained for cleaning, lubrication, and adjustment. Defects found

during any of these inspections are repaired before the bus is released again for service.

Similar procedures will be developed for new low-floor streetcars to coincide with the launch of these vehicles in late 2014.

TTC is also committed to ensuring that the automated stop announcements on our vehicles are functional for use at all times. In situations where the system fails en-route, all Operators are trained and required to announce all stops, until the system is repaired.

### 6.5.2 Section 51: Pre-Boarding Announcements (2017)

The TTC will provide electronic pre-boarding announcements on its vehicles by 2017. The TTC currently offers verbal pre-boarding announcements on buses and streetcars, on request. The TTC's new low-floor streetcars will be delivered with the capability to provide these announcements automatically. Significant capital work will be required to retrofit the remainder of our fleet of vehicles to provide these announcements. Preliminary work is ongoing to determine the scope of work required for each transit mode.

### 6.5.3 Section 63: Categories of Eligibility (2017)

The TTC will introduce new categories of eligibility for Wheel-Trans service by January 1, 2017. This change stems from the requirements of the IASR, which mandates that transit providers implement three new eligibility categories: unconditional, temporary, and conditional.

### 6.5.4 Section 80.44: Maintenance of Accessible Elements (2016)

By January 1, 2016, the TTC will incorporate maintenance activities regarding accessible elements of exterior public spaces into the multi-year accessibility plan. Incorporation of the activities in the plan will be done in consultation with ACAT.

### 6.5.5 Other IASR Requirements

For additional details on the TTC's compliance status for all other sections of the Integrated Accessibility Standards Regulation, refer to Appendix 1.

# 7   Funding

The rate at which the TTC's conventional services can be made accessible is highly dependent on the level of funding provided for accessibility initiatives. Many TTC accessibility initiatives stem from Provincial AODA accessibility requirements; however, the TTC does not receive any additional funding from the Province to cover costs related to these mandated requirements. This lack of funding will affect both the TTC's Capital Budget and Operating Budgets over the next several years.

## 7.1   Capital Budget

Several approved and/or proposed major capital budget initiatives will increase the level of accessibility of the TTC's transit system. These include:

- the replacement of the existing fleet of streetcars with low-floor accessible streetcars;
- the continuing construction of elevators in subway stations; and
- the retrofit of buses and subway trains to provide automated pre-boarding (external) announcements of routes and destinations by 2017.

The TTC must balance its limited capital funding between numerous important projects, ranging from basic state of good repair of stations, track, and tunnels to new vehicles. Pressures on the TTC's capital budget previously resulted in deferring completion of the "Easier Access" subway station retrofit program from 2020 to 2025. The lack of funding for accessibility improvements has now contributed to a shortfall in the TTC 2014-2023 Capital Budget, including reduced funding of $240 million for the Easier Access program to make all stations accessible. This means that funding is not available to complete the installation of elevators and other Easier Access improvements at 17 stations. Full funding of the Easier Access program will need to be restored by 2017 in order to allow the TTC to make all stations accessible by 2025. To-date, the Province has not responded favourably to any of the TTC's requests to provide funding to accelerate this program to meet the Province's goal of an accessible Ontario by 2025.

In addition to the station retrofit program, the Province has not made a commitment to fund the cost of other changes required as a result of the Integrated Accessibility Standards Regulation, such as automated pre-boarding announcements. The design of public spaces accessibility standards and revised Ontario Building Code accessibility requirements may also have significant implications on TTC capital budget requirements in the future. If funding is not forthcoming to allow the TTC to meet these Provincial accessibility requirements, the costs associated with altering vehicles and stations may result in reductions in service and/or the need to raise fares. The TTC has formally conveyed these concerns to the Province on several occasions.

Despite these challenges, the TTC remains committed to making its services accessible in order to better meet the needs of people with disabilities, seniors, and other travelers. The TTC has a systematic program in place to ensure that this is accomplished in as cost-effective and timely a way as possible.

## 7.2   Operating Budget

The TTC's yearly operating budget is largely funded through fares paid for by riders. The TTC is

concerned that several requirements in the IASR will or have resulted in fewer fares paid by riders, or increased administrative and operating costs.

In 2014, TTC faced increased operating costs attributable to the IASR requirements. Specifically, increased operating costs relate to the requirement to provide 24 hour Wheel-Trans service, and to allow Wheel-Trans customers to make a trip request up to three hours before the published end of the service period on the day before the intended day of travel with the resulting need to improve trip availability for those customers (approximately $1.3 million per year). Complimentary support person fares have also resulted in a decrease in fare revenues, on each of the TTC's conventional and Wheel-Trans services, in the range of $300,000 to $600,000 per year.

With no funding provided by the Province to cover these operating costs and replace lost fare revenue, the TTC may be forced to raise fares and/or reduce service to compensate. To date, the Province has not responded positively to the TTC's request regarding leadership or funding related to the implementation of the standards being imposed.

# 8   Annual Review

Staff will report back to the TTC Board on an annual basis on the TTC's progress in implementing the goals and objectives of this plan. Budget matters or any recommendations resulting in significant changes to TTC services or facilities will be reported on separately.

## Appendix 1. TTC Integrated Accessibility Standards Regulation Compliance Status

| IASR Section Requirement | Compliance Deadline | Steps to Compliance | Compliance Status | Implementation Status |
|---|---|---|---|---|
| **July 1, 2011** | | | | |
| 35 - Non-functioning accessibility equipment | July 1, 2011 | • Take reasonable steps to accommodate persons with disabilities when accessibility equipment on a vehicle is not functioning and/or equivalent service cannot be provided.<br><br>• Repair all non-functioning accessibility equipment as soon as possible. | Compliant | Bus Operators test ramps and lifts as part of the pre-trip inspection prior to leaving the garage. Failures result in the bus staying out of service for repair. Operator notices have been issued covering the ramp/lift failure protocol, ramp/lift testing requirements and general expectations. |
| 39 - Transition existing contracts | July 1, 2011 | • Existing contracts for rail vehicle and bus purchases, signed prior to July 1, 2011 are exempt from meeting the technical requirements outlined in the standard. | Compliant | Although exempted given that contracts were signed prior to 2011, efforts are made to comply on new Toronto Rocket subway cars and low-floor streetcars. |
| 40 - Transition existing vehicles | July 1, 2011 | • Any vehicles that are retrofitted must include modifications to meet the technical requirements of the Standard, except those that would impact the structural integrity of the vehicle. | Compliant | The TTC does not plan to retrofit any vehicles that do not currently meet the technical requirements outlined in the IASR. |
| 46 - Fares | July 1, 2011 | • Transit providers cannot charge customers with a disability a higher fare than customers without a disability. | Compliant | TTC does not charge a higher fare for customers with disabilities. |

| IASR Section Requirement | Compliance Deadline | Steps to Compliance | Compliance Status | Implementation Status |
|---|---|---|---|---|
| 51 a) - Pre-boarding announcements | July 1, 2011 | • Pre-boarding verbal announcements of the route, direction, destination or next major stop are made, on request. | Compliant | Bus and Streetcar Operators provide information on request to customers prior to boarding. |
| 52 a) - On-board announcements | July 1, 2011 | • On-board verbal announcements of destination points or available route stops are made while the vehicle is being operated. | Compliant | TTC stop call system fully implemented. Monthly audits are conducted to ensure compliance. Operators are trained to announce stops if computerized system fails. |
| 68 - Origin to destination of specialised service | July 1, 2011 | • Provide origin to destination services, which may include services on conventional transit. | Compliant | TTC's Wheel-Trans division provides origin to destination services. |
| **January 1, 2012** | | | | |
| 13 - Emergency procedure, plans or public safety information | January 1, 2012 | • In addition to s.12 requirements, all emergency procedures and public safety information that is available to the public is made available in accessible formats or with appropriate communications supports upon request. | Compliant | Accessible formats are available, as required, as described in the TTC's Accessible Customer Service Policy Statement. |

| IASR Section Requirement | Compliance Deadline | Steps to Compliance | Compliance Status | Implementation Status |
|---|---|---|---|---|
| 27 - Workplace emergency response information | January 1, 2012 | • Individualized workplace emergency response information required by an employee with a disability is available in the format required.<br><br>• Employer is aware of accommodation requirements for all employees with disabilities in the event of an emergency situation.<br><br>• Employer reviews individualized workplace emergency response information when the employee moves to a different work location, when the employee's overall accommodation needs or plans are reviewed, and when the employer reviews its general emergency response policies. | Compliant | TTC has Fire Wardens for all work locations that receive training on an annual basis. The Fire Wardens are currently responsible for collecting and maintaining this information. |
| 34 - Availability of information on accessibility equipment | January 1, 2012 | • Information regarding accessibility equipment and features of vehicles, routes and services is available to the public, and also available in accessible formats on request. | Compliant | This information is available on the TTC website, and is also available in other accessible formats, as required, as described in the TTC's Accessible Customer Service Policy Statement. |

| IASR Section Requirement | Compliance Deadline | Steps to Compliance | Compliance Status | Implementation Status |
|---|---|---|---|---|
| 37 - Emergency preparedness and response policies | January 1, 2012 | • Emergency preparedness and response policies provide for the safety of customers with disabilities.<br><br>• Policies are available to the public in accessible formats.<br><br>• Review and modify existing procedures as needed. | Compliant | TTC trains employees to clear all people during an emergency evacuation, not just customers with disabilities. |
| 44 - General responsibilities | January 1, 2012 | • Operators deploy ramps and lifts upon request.<br><br>• Operators ensure that customers with disabilities have adequate time to board and be secured with assistance provided upon request. | Compliant | Bus Operators deploy ramps and lifts on request and provide adequate boarding time. Customers are secured on request. Training is embedded within each module of the Operator Initial, Recertification and Requalification Training Programs. |
| 47 - Transit stops | January 1, 2012 | • Drop off customers with disabilities at the closest available safe location should their desired stop be inaccessible.<br><br>• Operators promptly report any temporarily inaccessible stop or temporary barrier to the appropriate authority. | Compliant | It is standard practice for Bus Operators to drop off customers at the closest safe location should their desired stop be inaccessible. Training is embedded within each module of the Operator Initial, Recertification and Requalification Training Programs. |

| IASR Section Requirement | Compliance Deadline | Steps to Compliance | Compliance Status | Implementation Status |
|---|---|---|---|---|
| 48 - Storage of mobility aids and mobility assistive devices | January 1, 2012 | • Store mobility devices and mobility aids in reach of the person who uses the aid or device.<br><br>• Safely store and return mobility aids and mobility devices in baggage compartments. | N/A | N/A as the TTC does not provide storage locations for mobility aids and devices and does not have vehicles with baggage compartments. |
| 49 - Courtesy seating | January 1, 2012 | • Every public transit vehicle has designated seating for people with disabilities only, which is clearly marked as such, as close as practicable to the front door.<br><br>• Develop a communications strategy designed to inform the public about the purpose of courtesy seating. | Compliant | All TTC vehicles have Courtesy Seating or Priority Seating areas marked by decals inside the vehicle. These will be replaced with a new harmonized Priority Seating program in 2014.<br><br>TTC has communicated the purpose of its Courtesy Seating and Priority Seating areas since 2012 through public address announcements; however, a new education campaign will accompany the new Priority Seating program in 2014. |

| IASR Section Requirement | Compliance Deadline | Steps to Compliance | Compliance Status | Implementation Status |
|---|---|---|---|---|
| 74 - Companions and children on specialised service | January 1, 2012 | • Allow companions to travel with persons with disabilities if space is available<br><br>• Allow dependents to travel with a person with a disability who is the parent/guardian of the dependant if appropriate child restraint securement systems and equipment are, if required, available. | Compliant | One Support Person or companion or all dependent children may travel with people with disabilities from Monday to Friday. As many companions as space is available for may travel with people with disabilities on weekends. |
| **January 1, 2013** | | | | |
| 3 - Establishment of accessibility policies | January 1, 2013 | • Develop, implement and maintain policies regarding meeting IASR requirements. Include a statement of organizational commitment to meet the needs of people with disabilities.<br><br>• Written documents available to the public, and provided in accessible formats on request. | Compliant | Statement of organizational commitment is included in this Accessibility Plan. |
| 4 - Accessibility plans | January 1, 2013 | • Establish a multi-year accessibility plan.<br><br>• Post the plan online.<br><br>• Review and update the plan at least every five years. | Compliant | The TTC's multi-year accessibility plan has been published annually since 2003, in consultation with ACAT. |

| IASR Section Requirement | Compliance Deadline | Steps to Compliance | Compliance Status | Implementation Status |
|---|---|---|---|---|
| 5 - Procuring or acquiring goods, services or facilities | January 1, 2013 | • Ensure that accessibility criteria and features are incorporated into procurement documents and given consideration during the acquisition of goods.<br><br>• Create IASR accessibility policies, as needed. | Compliant | Accessibility criteria are included in all procurement documents. |
| 6 - Self-service kiosks | January 1, 2013 | • On a go-forward basis, self-service ticket and pass vending kiosks must include accessibility features. | Compliant | All future TTC and PRESTO devices will include accessibility features, developed in consultation with ACAT. |
| 41 - Accessibility plans, conventional transportation services | January 1, 2013 | • Identify the process for managing, evaluating and taking action on customer feedback.<br><br>• Hold at least one public meeting to obtain feedback from persons with disabilities.<br><br>• Address both conventional and specialized service in the accessibility plan. | Compliant | A process for managing, evaluating and acting on customer feedback is in place and the TTC holds an annual public meeting on accessibility issues. Both conventional and Wheel-Trans services are addressed in the accessibility plan. |
| 42 - Accessibility plans, specialised transportation services | January 1, 2013 | • Identify the process for estimating the demand for specialised services in the accessibility plan.<br><br>• Develop steps to reduce wait times for specialized transportation services. | Compliant | The process for estimating demand for specialized services has been identified in the TTC accessibility plan since 2013. |

| IASR Section Requirement | Compliance Deadline | Steps to Compliance | Compliance Status | Implementation Status |
|---|---|---|---|---|
| 43 - Accessibility plans, conventional and specialized transportation services | January 1, 2013 | • Procedures with respect to accessibility equipment failures on vehicles detailed in the accessibility plan.<br><br>• Incorporate existing procedures into plan. | Compliant | These procedures have been incorporated into the TTC accessibility plan since 2013. |
| 45 - Alternative accessible method of transportation | January 1, 2013 | • Applies only to conventional service providers who do not also provide specialized service. | N/A | N/A, as TTC provides both types of service. |
| 50 - Service disruptions | January 1, 2013 | • During a service disruption that is known in advance, make alternative arrangements that are accessible, or alternate accessible arrangements that are made for customers with disabilities.<br><br>• Information on alternate arrangements is communicated in a manner that takes into account the person's disability. | Compliant | During a planned subway disruption, a Wheel Trans bus is allocated to the end terminals of the shuttle service. If both Wheel Trans vehicles are in use, a shuttle bus will be diverted to transport customers with disabilities to the next available accessible station.<br><br>During a routine planned bus disruption, a Wheel Trans bus is not allocated to the end points of the bus shuttle. If the bus shuttle is large in scale, situational assessments are conducted and special arrangements made, if required. |

| IASR Section Requirement | Compliance Deadline | Steps to Compliance | Compliance Status | Implementation Status |
|---|---|---|---|---|
| 53 - Grab bars, handholds, handrails, stanchions | January 1, 2013 | • Provide for grab bars and stanchions throughout the vehicle to assist persons with disabilities. | Compliant | All TTC vehicles include grab bars and stanchions. |
| 54 - Floors and carpeted surfaces | January 1, 2013 | • Provide flooring on-board public transportation vehicles that is slip resistant and produces minimal glare. If carpeted, be of low pile and securely fastened. | Compliant | All TTC vehicles include slip-resistant flooring that minimizes glare. |
| 55 - Allocated mobility aid spaces | January 1, 2013 | • Provide two allocated mobility aid spaces on board public transit vehicles as specified, both of which must meet the space requirements set out in the Regulation.<br><br>• Spaces equipped, as appropriate, with securement devices. | Compliant | Two mobility device spaces are provided on all new TTC vehicles.<br><br>Securement devices are provided on buses. TTC does not believe that these devices are appropriate for rail vehicles and ACAT is in agreement. |
| 56 - Stop-requests and emergency response controls | January 1, 2013 | • Ensure accessible stop request controls are located throughout buses and streetcars.<br><br>• Ensure accessible emergency response controls are located throughout subway cars. | Compliant | All new buses and streetcars have accessible push button stop controls throughout the vehicles.<br><br>All Toronto Rocket subway cars have lowered accessible emergency response controls at the mobility device seating locations. |

| IASR Section Requirement | Compliance Deadline | Steps to Compliance | Compliance Status | Implementation Status |
|---|---|---|---|---|
| 57 - Lighting features | January 1, 2013 | • Provide adequate lighting at all customer access doors on public transit vehicles. | Compliant | Lighting is provided at all customer access doors on new TTC vehicles. |
| 58 - Signage | January 1, 2013 | • Provide vehicle signage that is consistently located, glare free, high contrast and visible at the customer boarding point. | Compliant | Signage on new TTC vehicles complies with the requirements of the standard. |
| 59 - Lifting devices, ramps | January 1, 2013 | • Equip lifting devices and ramps on public transit vehicles with the appropriate safety features. | Compliant | Lifts and ramps on all applicable TTC vehicles comply with the requirements of the standard. |
| 60 - Steps | January 1, 2013 | • Ensure that any steps on board public transit vehicles are uniform and are outfitted with the appropriate safety features. | Compliant | Low-floor buses have steps in the rear that are identified using a high visibility yellow inlay on the leading edge. |
| 61 - Indicators and alarms | January 1, 2013 | • Ensure that ramps and/or lifting devices on public transit vehicles are equipped with appropriate safety features. | Compliant | Indicators and warming alarms on all applicable TTC vehicles comply with the requirements of the standard. |

| IASR Section Requirement | Compliance Deadline | Steps to Compliance | Compliance Status | Implementation Status |
|---|---|---|---|---|
| 66 - Fare parity | January 1, 2013 | • Ensure that there is fare parity between conventional and specialized transportation services.<br><br>• Same fare structure applied to both services.<br><br>• Same fare payment options are available for all services, with alternate options available for people who cannot use a fare payment option because of their disability. | Compliant | TTC has fare parity between its conventional and Wheel-Trans services.<br><br>Bus and streetcar operators are permitted to assist customers with disabilities with depositing fares in the farebox.<br><br>New PRESTO fare payment options will be designed to allow all customers, including customers with disabilities to use them with ease. |
| 67 - Visitors on specialised services | January 1, 2013 | • Make specialised services available to visitors who are eligible for specialised services where they reside, or who meet WT eligibility requirements. | Compliant | Specialized services are available for visitors, on request. |
| 69 - Coordinated specialised services between municipalities | January 1, 2013 | • Facilitate connections between specialised services in adjacent municipalities. | Compliant | Cross boundary committee meets quarterly.<br><br>TTC and other GTHA specialized transit providers have agreed to eliminate the requirement for a formal application process when eligible riders using mobility aids wish to use the specialized service of another GTHA jurisdiction. |

| IASR Section Requirement | Compliance Deadline | Steps to Compliance | Compliance Status | Implementation Status |
|---|---|---|---|---|
| 70 - Hours of specialised services | January 1, 2013 | • Specialised service will, at a minimum, have the same hours of service as conventional services. | Compliant | Wheel-Trans service is available 24 hours a day effective January 1, 2013. |
| **January 1, 2014** | | | | |
| 7 - Training | January 1, 2014 | • All employees, volunteers and those providing service on an organization's behalf must be trained on aspects of the IASR and the OHRC appropriate to their duties, and records of training maintained. | Compliant | AODA e-learning module is available to all employees. |
| 11 - Feedback | January 1, 2014 | • Processes for receiving and responding to feedback are available to persons with disabilities in accessible formats, upon request. | Compliant | Customer Service can communicate with customers in person, by email, phone, TTY or postal mail. |
| 14 a) - Accessible websites and web content | January 1, 2014 | • Ensure all new websites and content are compliant with WCAG 2.0 level A. | Compliant | TTC website is currently WCAG 2.0 Level AA compliant. Legacy documents and pages developed previously or by third parties may not be. |
| 22 - Recruitment, general | January 1, 2014 | • Notify the public of the availability of accommodation for applicants with disabilities during recruitments. | Compliant | This information is provided in the TTC's online job application system. |

| IASR Section Requirement | Compliance Deadline | Steps to Compliance | Compliance Status | Implementation Status |
|---|---|---|---|---|
| 23 - Recruitment, assessment or selection process | January 1, 2014 | • Notify applicants if selected for an assessment that accommodations are available upon request.<br><br>• If requested, provide or arrange for the provision of a suitable accommodation in a manner that takes into account the applicant's accessibility needs due to disability, in consultation with the applicant. | Compliant | In addition to the statement on our website, TTC departments have been instructed regarding the AODA recruitment process requirements. |
| 24 - Notice to successful applicants | January 1, 2014 | • When making offers of employment, notify the successful applicant of policies for accommodating employees with disabilities. | Compliant | A copy of the Accommodation in the Workplace Policy will be provided to candidates when an offer of employment is made. |
| 25 - Informing employees of supports | January 1, 2014 | • Inform all employees of current policies supporting employees with disabilities, and each time there is a change to policies.<br><br>• Inform new employees as soon as practicable after they begin employment. | Compliant | Employees will be informed each time a change is made. New employees will receive a copy of the Accommodation in the Workplace Policy with their offer letters. This policy is also discussed at the new employee orientation session. |
| 26 - Accessible formats and communication supports for employees | January 1, 2014 | • Ensure that any information an employee requires to do their job and information that is generally available to all employees is provided to employees with a disability in an accessible format, upon request. | Compliant | Available to employees as required. |

| IASR Section Requirement | Compliance Deadline | Steps to Compliance | Compliance Status | Implementation Status |
|---|---|---|---|---|
| 28 - Documented individual accommodation plans | January 1, 2014 | • Ensure that individual accommodation plans are documented, and include the elements as listed in the Regulation. | Compliant | TTC currently has individualized return to work plans, including any accommodation plans, currently in a standard document called a Fitness for Work Report (FFWR), that include the elements as outlined in the Regulation. |
| 29 - Return to work process | January 1, 2014 | • Ensure that a return to work process in place for employees returning to work requiring disability-related accommodations. | Compliant | Similar to item #28. Return to work processes are in place and documented. |
| 30 - Performance management | January 1, 2014 | • Ensure accessibility needs of the employee are taken into account when using a performance management process. | Compliant | TTC has a performance management process and an accompanying policy of equal opportunity that includes a commitment to accommodate. |
| 31 - Career development and advancement | January 1, 2014 | • Ensure employers take accessibility needs into account when providing career development and advancement opportunities. | Compliant | Current practice at TTC. |
| 32 - Redeployment | January 1, 2014 | • Ensure that any redeployment activity will take into account any accessibility needs of employees with disabilities. | Compliant | Internal procedural manual was updated to reflect this requirement. |

| IASR Section Requirement | Compliance Deadline | Steps to Compliance | Compliance Status | Implementation Status |
|---|---|---|---|---|
| 36 - Accessibility training | January 1, 2014 | • Provide specific training to operations employees regarding safe use of accessibility equipment, procedures for where temporary barriers exist, and emergency response procedures.<br><br>• Maintain training record for all employees. | Compliant | Specific training to operations employees is provided regarding safe use of accessibility equipment, procedures for where temporary barriers exist, and emergency response procedures via several training and recertification programs.<br><br>Topics covered include:<br>• The need for accessible transit.<br>• AODA.<br>• The TTC's commitment to accessibility.<br>• About customers with disabilities.<br>• Serving customers with varying types of disabilities.<br><br>The Training Department files contain documentation for each attendee of the above courses, and the status of the training is recorded on the TTC's learning management system. |
| 38 - Fares, support persons | January 1, 2014 | • Eliminate the fare for a support person who is accompanying a passenger with disabilities on conventional or specialized services. | Compliant | Fares for support persons eliminated effective January 1, 2014. ID card requirement in effect as of May 1, 2014. Honour system grace period in effect from January 1 to April 30, 2014. |

| IASR Section Requirement | Compliance Deadline | Steps to Compliance | Compliance Status | Implementation Status |
|---|---|---|---|---|
| 64 - Specialised service eligibility application process | January 1, 2014 | • Determine eligibility within 14 days or provide temporary eligibility.<br><br>• Establish an independent appeal process. | Compliant | Our process allows us to determine eligibility within 14 days or provide temporary eligibility. An independent appeal process was already in place. |
| 65 - Specialised service on emergency or compassionate grounds | January 1, 2014 | • Provide service earlier than 14 days when services are required on emergency or compassionate grounds. | Compliant | Our process allows us to provide service earlier than 14 days when services are required on emergency or compassionate grounds. |
| 71 - Specialised services booking arrangements | January 1, 2014 | • Provide same-day bookings if possible, otherwise accept booking requests up to 3 hours before the end of service of the previous day<br><br>• The reservation process must be accessible. | Compliant | Reservation requests will be accepted up to 3 hours before the close of reservation lines. Same day service is provided to accessible subway stations with 4 hours' notice. |
| 72 - Specialised services - trip restrictions | January 1, 2014 | • No limits on the number of trips an eligible person is able to request.<br><br>• Policies regarding consistent no-shows or cancellations must be reasonable. | Compliant | There are no limits on the number of trips an eligible person is able to request. Our policies regarding consistent no-shows and cancellations are reasonable. |

| IASR Section Requirement | Compliance Deadline | Steps to Compliance | Compliance Status | Implementation Status |
|---|---|---|---|---|
| 73 - Specialised services - service delays | January 1, 2014 | • Provide information on the duration of service delays (30 minutes or greater after the scheduled pickup time) | In Progress | An IT solution for automatic call-outs was developed. However, after testing, it was determined that it would create confusion for customers regarding arrival times. Wheel-Trans is developing a manual process. |
| **January 1, 2015** | | | | |
| 12 - Accessible formats and communication supports | January 1, 2015 | • Make available all information in accessible formats, upon request.<br><br>• Ensure the public is aware of the formats the organization will provide and that there is no additional fee for the provision of same. | Compliant | Accessible formats are available, as required, as described in the TTC's Accessible Customer Service Policy Statement. |
| **January 1, 2016** | | | | |
| 80.21 - 80.31 - Exterior Paths of Travel | January 1, 2016 | • Incorporate accessibility requirements into new or redeveloped exterior paths of travel, including ramps, stairs, curb ramps, depressed curbs, accessible pedestrian signals, and rest areas. | In Progress | TTC will review and update its design standards in 2014, as appropriate, to incorporate these new IASR requirements. |
| 80.32 - 80.38 - Accessible Parking | January 1, 2016 | • Incorporate accessible parking requirements into new or redeveloped off-street parking facilities. | In Progress | TTC will review and update its design standards in 2014, as appropriate, to incorporate these new IASR requirements. |

| IASR Section Requirement | Compliance Deadline | Steps to Compliance | Compliance Status | Implementation Status |
|---|---|---|---|---|
| 80.40 - 80.43 - Obtaining Services | January 1, 2016 | • All newly constructed service counters and fixed queuing guides must incorporate accessibility requirements.<br><br>• All newly constructed or redeveloped waiting areas must incorporate accessibility requirements. | In Progress | TTC will review and update its design standards in 2014, as appropriate, to incorporate these new IASR requirements. |
| 80.44 - Maintenance | January 1, 2016 | • Include procedures for preventative and emergency maintenance of the accessible elements in S.80 and procedures for temporary disruptions of accessible elements in the multi-year accessibility plan. | In Progress | Procedures for maintenance will be incorporated into an upcoming update of the multi-year accessibility plan. |
| **January 1, 2017** | | | | |
| 51 b) - Pre-boarding announcements | January 1, 2017 | • Pre-boarding automated announcements of the route, direction, destination or next major stop must be made. | In Progress | TTC will comply with this requirement by January 1, 2017. |
| 52 b) - On-board announcements | January 1, 2017 | • On-board automated announcements of destination points or available route stops must be made while the vehicle is being operated, audibly and visually. | Compliant | Automated audible and visual on-board announcements are made in all buses, streetcars, and new Toronto Rocket subway cars. Audible announcements are made in all remaining subway/RT cars; and, all stops are also clearly marked on station walls and in-car maps. |

| IASR Section Requirement | Compliance Deadline | Steps to Compliance | Compliance Status | Implementation Status |
|---|---|---|---|---|
| 63 - Categories of eligibility for specialised services | January 1, 2017 | • Establish three categories of eligibility as per the Regulation: unconditional, temporary and conditional<br><br>• Specialized service requests may be denied if the person has the ability to use conventional accessible transit service. | In Progress | TTC is working on a plan to implement this requirement on or before January 1, 2017. |
| **January 1, 2020** | | | | |
| 14 b) - Accessible websites and web content | January 1, 2020 | • Ensure all websites and content are compliant with WCAG 2.0 level AA. | Compliant | The TTC website is currently compliant with the World Wide Web Consortium (W3C) Web Content Accessibility Guidelines 2.0 Level AA. |