
TTC Public Forum On **Accessible** Transit

**Monday, October 20,
2025**

6:30pm – 8:30pm



TTC Public Forum On **Accessible** Transit

Opening Remarks

Denise Soueidan-O'Leary
Facilitator



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Introductions

Councillor Jamaal Myers
TTC Chair



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Introductions

Mandeep Lali
TTC CEO



Tonight's Agenda

- **Introductions**
- **ACAT Update**
- **TTC System Accessibility Update**
- **Wheel-Trans 10-Year Strategy Update**
- **Your questions and comments**

TTC Public Forum On **Accessible** Transit

**Advisory Committee on
Accessible Transit (ACAT)**

Betty Rivington-Law, ACAT Chair

Role of the Advisory Committee on Accessible Transit (ACAT)

- Represents the needs and concerns of TTC customers with disabilities and seniors.
- Advises the TTC Board and TTC staff.
- Consists of 15 members and up to 4 pool members.
- Has 4 subcommittees.



ACAT's Work

In 2025, ACAT subcommittees discussed numerous topics including:

- **Communications**

- Line 5 and 6 planned communications; Wayfinding Strategy; Support Person Card and First On, Last Off policy communications.

- **Design Review**

- Yonge North Subway Extension station layouts; Bus Design Innovation Program overview; and PRESTO machine-readable transfer decal layout design.

- **Strategy and Planning**

- Accessibility and annual network plans; transit stops planning; route 406 Community Bus pilot; and Rapid TO Dufferin and Bathurst corridors.

- **Wheel-Trans Operations**

- PRESTO upgrades; stops and landmarks; vehicle heating and air conditioning policies; and Wheel-Trans complaints summaries.

Engaging with ACAT

- **Monthly public meetings:**
 - Microsoft Teams link on the TTC Website.
 - Last Thursday of every month.
 - Public deputations and correspondence are welcome.
- Get in touch with ACAT: acat@ttc.ca or 416-393-4111

Become an ACAT Member

- ACAT recruits five new volunteer members every year. The next recruitment cycle will begin in Spring 2026.
- Refer to the TTC website, www.ttc.ca/ACAT, for more information on the recruitment process.

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TTC System Accessibility Update

Jeff Short, Senior Planner – System Accessibility

Accessibility Update: Subway

What we are doing:

- 1 59 Stations are now accessible
 - Since last year's Forum: Glencairn, Castle Frank, High Park, Rosedale
 - All remaining stations now under construction
- 2 Replacing old benches with new seating (integrated back and armrests)
- 3 Modernized tactile wayfinding paths at Lawrence and Warden stations

1



Elevators completed at High Park Station

2



(above) Newer seating at Davisville Station

3



(left) Lawrence Station upgraded tactile wayfinding path

Accessibility Update: Bus

What we are doing:

1

Continuing to make bus stops accessible

2

Bus Design Innovation Program consultations with ACAT

3

PRESTO Fare Vending Machines in Neighbourhood Improvement Areas

1



Bus stop at Judson Street & Magnificent Road (Etobicoke) before and after accessibility improvements

2



Bus Design Innovation Program

Accessibility Update: Streetcar

What we are doing:

- 1 Ongoing installation of modular raised streetcar platforms along King Street
- 2 “We stop. You stop.” safety campaign to remind car drivers to stop for streetcars
- 3 Streetcar operator campaign – reminder about ramp deployment procedures



(above) Modular streetcar platform



(above & right) Streetcar safety campaign

Accessibility Update: Customer Experience

What we are doing:

1

TTC Wayfinding Strategy

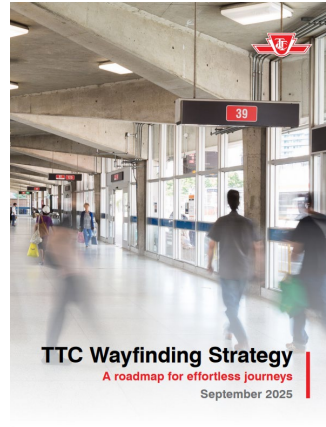
2

Stations staff digital tablets pilot in busy downtown stations

3

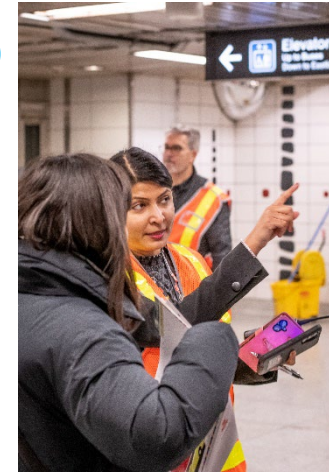
Promotion of SafeTTC app to improve sense of safety and empower customers

1



TTC Wayfinding Strategy

2



Staff assisting customers at a station

3



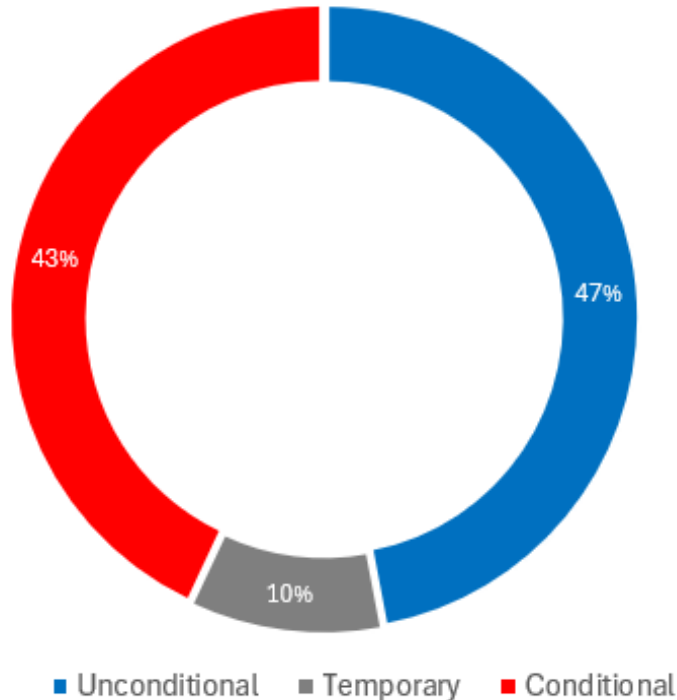
SafeTTC campaign ad

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Wheel-Trans 10-Year Strategy Update

Cameron Penman – Head, Wheel-Trans

Active Wheel-Trans Customer Eligibility Breakdown 2025



Unconditional Eligibility: 47%

Temporary Eligibility: 10%

Conditional Eligibility: 43%

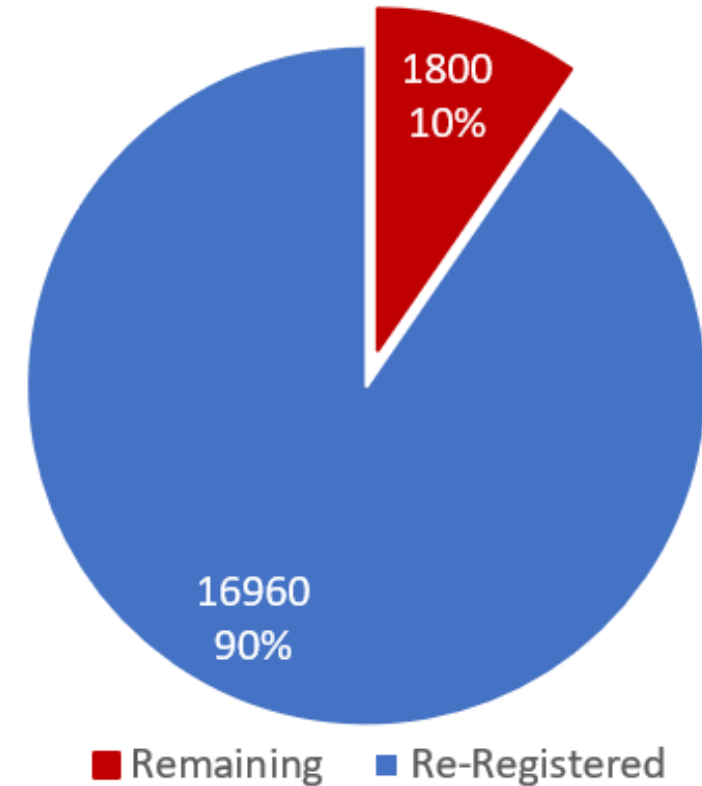
Note: Wheel-Trans customers can request and receive door-to-door service, regardless of their eligibility status.

Family of Services (FOS) travel remains optional.

Status of Wheel-Trans re-registration

- On January 1, 2017, Wheel-Trans introduced a new application process and eligibility criteria to comply with the AODA deadline.
- A standardized re-registration process was established in collaboration with other GTHA agencies. The application form with a 14-day acceptance period was implemented.
- To ensure all Wheel-Trans customers are equitably categorized during the re-registration process.
- Customers who registered for Wheel-Trans **prior to 2017** have been re-registering under the current eligibility process for the last eight years.

Number of Legacy Customers (18,760)



Family of Services (FOS)



Wheel-Trans customers using FOS

A Family of Services trip may involve customers transferring from Wheel-Trans to and from a conventional bus, streetcar or subway, or a customer can travel entirely on conventional TTC without a Wheel-Trans connection.

Since 2017, we estimate that over 5.4 M FOS trips have been completed

Travel Training

- Support and familiarize our customers with travelling on the conventional system using Family of Services.
- Types of training:
 - One-on-one route training
 - Virtual and phone training
 - Station and vehicle orientation
 - Fixed route training
 - Customized training based on individual needs
- Train the Trainer initiative for organizations supporting persons with disabilities.
- Sign up for Travel Training: traveltraining@ttc.ca or 416-472-2393.



Image of a Wheel-Trans customer in front of a TTC bus

Modernization of the service delivery model

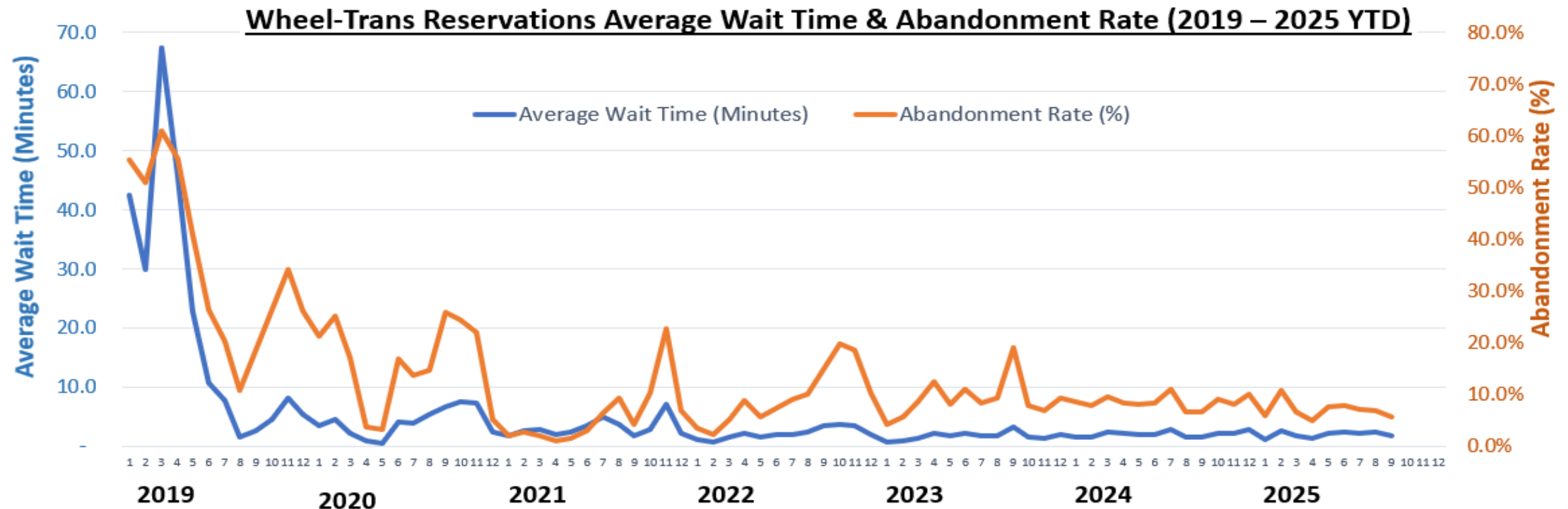
- Improved call response times and reduced call wait times
- Improved on-time delivery of service
- Introduction of a mobile app and upgraded SBW to allow FOS scheduling
- Realtime vehicle tracking
- Increased on-demand service availability
- In the process of updating the IVR and AVL systems



A Wheel-Trans customer traveling on a streetcar

Reservations call centre update

- In November 2020, a contract was signed with TELUS Communications to handle overflow calls for Wheel-Trans Reservations to reduce peak and average call wait times and abandoned calls.
- Average call wait times dropped from 30 to 60 minutes in 2019 to two minutes in 2025, as depicted in the chart below:



Zero Emissions Fleet Strategy

- Battery Electric Bus Pilot
 - 5 vehicles
 - First delivery expected in Q1 2026
- Smaller Electric Vehicle Pilot
 - 10 vehicles
 - First delivery expected by Q4 2026



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This is *your* night

We want to hear from you:

- Suggestions
- Concerns
- Compliments

Panel Members

- **Betty Rivington-Law** – 2025 ACAT Chair
- **Stephanie Davies** – Chief Capital Officer
- **Cameron Penman** – Head, Wheel-Trans
- **Narmie Kandiah** – Manager, Fare Policy and Planning
- **Jeff Short** – Senior Planner - System Accessibility

Discussion

Let us know what you think by:

- Asking a question in person – please put your hand up, and someone will come to you with a microphone.
- Submitting a question using a blue comment card, or through the webcast.

Please keep your questions to a **maximum** of **one minute** so that we can hear from everyone.



Your feedback

What's next?

- Your comments will be reviewed by TTC staff and ACAT.
- Responses will be posted on [ttc.ca/accessibility](https://www.ttc.ca/accessibility).
- Your feedback will be considered as we develop the 2026 annual Accessibility Plan Status Report.

Other ways to provide feedback:

Contact TTC:

- **Phone:** 416-393-3030
- **TTY relay service:** 1-800-855-0511
- **Email:** accessibility@ttc.ca

Contact ACAT:

- **Email:** acat@ttc.ca
- **Phone:** 416-393-4111

Thank you!

Wheel-Trans Quadrant Information

