



For Information

Advisory Committee on Accessible Transit: Our History, Successes, Challenges and the Road Ahead (Presentation)

Date: September 25, 2019

To: TTC Board

From: Executive Director - Operations

Summary

The Advisory Committee on Accessible Transit will deliver a presentation to the Board titled "Our History, Successes, Challenges and the Road Ahead".

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Advisory Committee on Accessible Transit (ACAT): Our History, Successes, Challenges, and the Road Ahead

September 25, 2019

| History of ACAT

Background

ACAT formed by TTC on recommendation of staff and CNIB-TTC task force

First meeting: January 1993

Current Committee Structure

- ACAT has 15 full members and 3 pool members appointed by and reporting to the TTC Board.
- 4 subcommittees, dealing with different aspects of transit seeking members' advice
 - Communications
 - Design Review
 - Service Planning
 - Wheel-Trans Operations



| Meetings

- ACAT General Meetings:
 - Last Thursday of every month
 - 1:00 p.m. to 3:30 p.m. at TTC Head Office
 - Open to the public
- Subcommittees Meetings:
 - Once a month at designated dates and times
 - TTC staff makes presentations and discussion is thorough between staff and ACAT members
 - Not open to the public

Improvements as a Result of ACAT Advice

Wheel-Trans

- Diligently working with staff to support the implementation of the Wheel-Trans 10-Year Strategy
- Ongoing input in Wheel-Trans policy and a significant contribution to the overall implementation of:
 - Family of Services
 - Improving the Wheel-Trans Self-Booking site and telephone lines
 - New mobile app booking
- Continues to support Wheel-Trans' move towards integration with the conventional system to make a seamless accessible transit system that serves customers according to their abilities

Improvements as a Result of ACAT Advice

Design Review

- Worked with staff to review and comment upon:
 - New stations
 - Easier Access station upgrades, designs, and priorities
 - New TTC vehicle designs
 - Transit stops
 - TTC accessible design standards



| Improvements as a Result of ACAT Advice

Subway Station Designs

- Has worked diligently for many years with TTC staff to find solutions to address the vertical and horizontal gaps in the subway



| Improvements as a Result of ACAT Advice

Street Infrastructure

- Provided advice on:
 - Curb cuts on sidewalks at streetcar stops to enable customers who use mobility devices to safely access streetcars
 - the King Street pilot including sidewalk ramps at far side stops
 - Sidewalk furniture and the snow removal process have been barriers for various accessibility needs - ACAT raised the problem to the attention of City staff responsible for addressing these matters, and while some problems still exist, there have been concrete improvements where sidewalk furniture is located.



| Improvements as a Result of ACAT Advice

Vehicle Design

- ACAT demonstrated the importance of having accessible conventional transit as well as for Wheel-Trans buses to be low-floor and equipped with ramps rather than lifts
- Reviewed the new Wheel-Trans buses before their completion and, lately, ACAT has been given feedback about the suspension issues in these buses



| Improvements as a Result of ACAT Advice

Vehicle Seating

- ACAT has advised on seating configurations:
 - In Wheel-Trans buses to make them more accommodating
 - Recommended seats in the upright position in subway trains and streetcars to better accommodate scooters and wheelchairs



Improvements as a Result of ACAT Advice

Vehicle Seating

- Advocated for priority seating for seniors and people with disabilities by designating that some seats are blue
- Priority seating and TTC By-Law #1 changed to stronger language --- “you may be asked” to “you must” give up these seats...



| Improvements as a Result of ACAT Advice

Operating Procedures

- Provided advice on bus, streetcar, and subway operational procedures
- Participates in the recertification programs of Bus Operators and Collectors



| Improvements as a Result of ACAT Advice

Customer Accessibility Awareness

- Currently participating in communication campaigns such as the TTC “First On Last Off” policy. When fully implemented, it will make a positive difference for all TTC customers especially for the riders with mobility devices to board the bus first (where it is easy to maneuver and park in the designated priority area)
- Has worked closely with staff on subway station description web page text, in order to assist customers with varying abilities in locating and understanding subway stations

ACAT Collaboration with TTC Staff

- ACAT and TTC staff have a very good and respectful working relationship.
- ACAT advised to have Accessibility included in TTC corporate plans and reports.
- ACAT Chair makes a monthly report before the TTC Board, with items which include highlights from subcommittee meetings.
- ACAT Executive also meets quarterly with the TTC Chair and Vice Chair

ACAT and Regional Partnerships

ACAT have been instrumental in bringing together the GTHA paratransit systems and Metrolinx to exchange ideas and information about how our systems might better work independently, but also in association with each other.

| **ACAT's Struggles and Challenges**

Challenges: Stop Announcements

- Sometimes ACAT's advice is not adopted
- Can be due to budget priorities and timing
- Can result in customer complaints and delays in implementing accessible projects
- May also result in orders from the Ontario Human Rights Tribunal

| ACAT's Struggles and Challenges

Challenges: Priorities

- In 2016, the TTC started a program to rebuild the old streetcars which are not accessible due to late delivery of the Low Floor LRV's.
- ACAT's position was why would the TTC spend new money to rebuild a vehicle that is not accessible nor would it be after the rebuild.

| Future Importance of ACAT

ACAT continues to be important to the TTC:

- to continue discussions about cost savings, best practices
- its informed members' review, comment, and advise on safe, affordable, and accessible transit
- provides advice to Metrolinx, PRESTO, and wherever new transit is being discussed, designed, built, and implemented

| Future Importance of ACAT

We recommend:

“Nothing about us without us.”

Accessibility should be a core part of the planning, development and implementation of Toronto transit (and should not be an afterthought).

Build beyond the minimum standards in order to accommodate growth and the aging population (in the long run it is less expensive).

Thank you

Questions