



For Information

TTC Public Forum on Accessible Transit: 12 Years of Consultation and Improvement (Presentation)

Date: September 25, 2019
To: TTC Board
From: Chief Customer Officer

Summary

Matt Hagg, Senior Planner – System Accessibility will deliver a presentation to the Board titled “TTC Public Forum on Accessible Transit: 12 Years of Consultation and Improvement”.

Contact

Matt Hagg, Senior Planner - System Accessibility
416-393-3514
Matt.hagg@ttc.ca

Signature

Kathleen Llewellyn-Thomas, P.Eng.
Chief Customer Officer



TTC Public Forum on Accessible Transit

12 Years of Consultation and Improvement

September 25, 2019



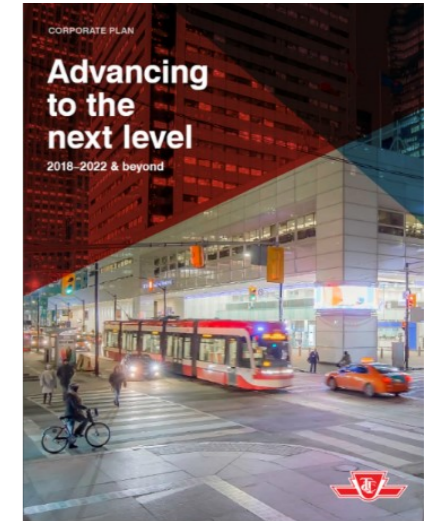
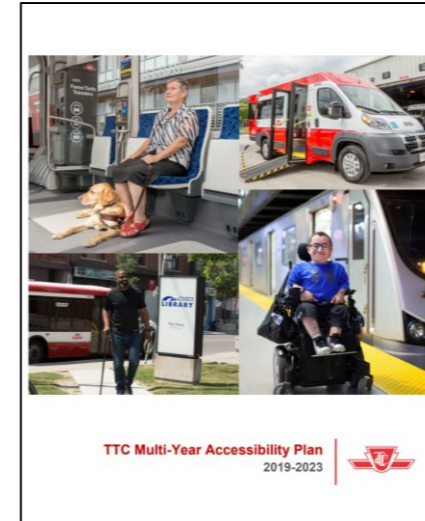
| Agenda

- Background
- Purpose of the Forum Today
- Format of the Event & Attendance
- Customer Comments & What Happens Next?
- Improvements Made Directly as a Result of This Event




TTC's Strong Commitment to Accessibility

- **Accessibility is a cornerstone of TTC's 2018-2022 Corporate Plan**
- **Vision: Make taking public transit seamless**
 - Ensure that customer trips are easy, frictionless, and barrier-free, regardless of accessibility needs.
- **New 2019-2023 Accessibility Plan includes:**
 - 52 specific initiatives to improve/expand the accessibility and availability of TTC services and facilities over the next five years
 - Corporate commitment to continue to hold an annual Forum on Accessible Transit




Origin of the Forum

- **2007: Human Rights Tribunal order re: bus stop announcements**
 - 2008-10: TTC to hold an open, accessible, advertised public forum on issues of accessibility & accommodation of people with disabilities
 - All Board Members, CEO, and Chiefs in attendance
 - Compliance monitor appointed



TTC ACCESSIBILITY and ACCOMODATIONS



2008 Public Forum

You are invited to give us ideas on how to make the TTC services and facilities better for our customers with disabilities.

Your comments will be assessed by the Toronto Transit Commission (TTC) and the Advisory Committee on Accessible Transportation (ACAT).

**Tuesday, May 20, 2008
7:00 pm to 9:00 pm**

**Canadian National Institute for the Blind
1929 Bayview Ave.**

At the corner of Bayview Avenue and Kilgour Road. Regularly scheduled accessible bus service available on the 11 Bayview from Davisville Station.

If you can not attend, but would like to contribute suggestions on TTC conventional and Wheel-Trans services, call 416-393-3030, Monday - Friday, 8:00 am - 5:00 pm

| Background

- After the first Forum, TTC immediately recognized the value of the event to hear directly from customers on accessibility priorities
- TTC continued to hold the Forum beyond the three-year mandate
- AODA: as of 2013, all transit Ontario agencies must hold an annual accessibility public meeting
- 2019 is the 12th annual event



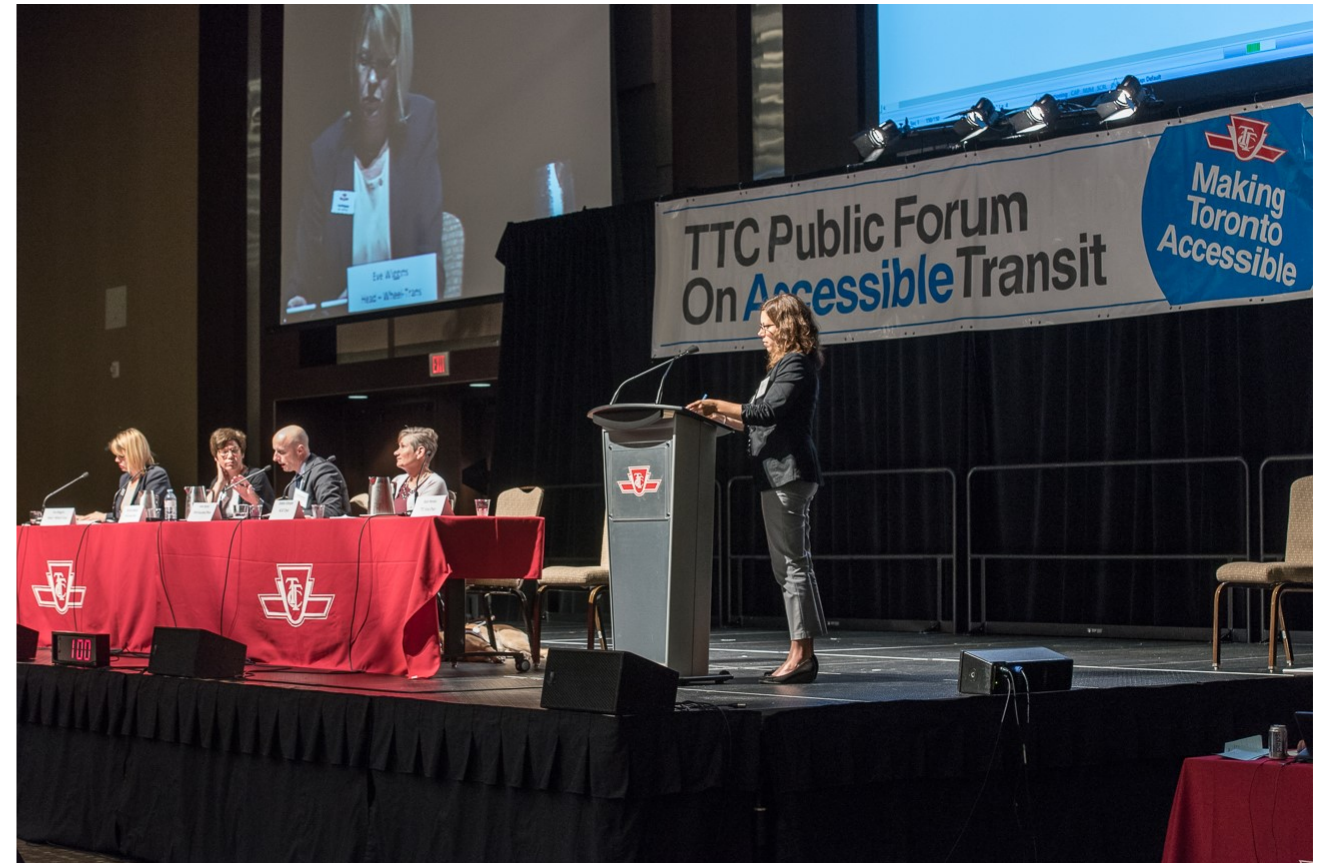
Purpose of The Forum Today

- **Opportunity for customers to discuss issues one-on-one with TTC staff**
 - Complaints, feedback, questions, compliments
 - TTC managers, department heads, and Chiefs attend
- **Open house and presentations to learn about TTC accessibility initiatives**
 - Easier Access Program
 - Family of Services
 - Travel Training
- **Customers can voice feedback directly to senior leaders and get responses**



Format of the Event

- **1 hour open house @ 6pm**
 - Display boards staffed by department representatives
 - One-on-one discussions
- **2 hour open forum @ 7pm**
 - Co-hosted with ACAT
 - Facilitated by neutral 3rd party
 - ACAT & staff presentations
 - Q&A with the audience and panel



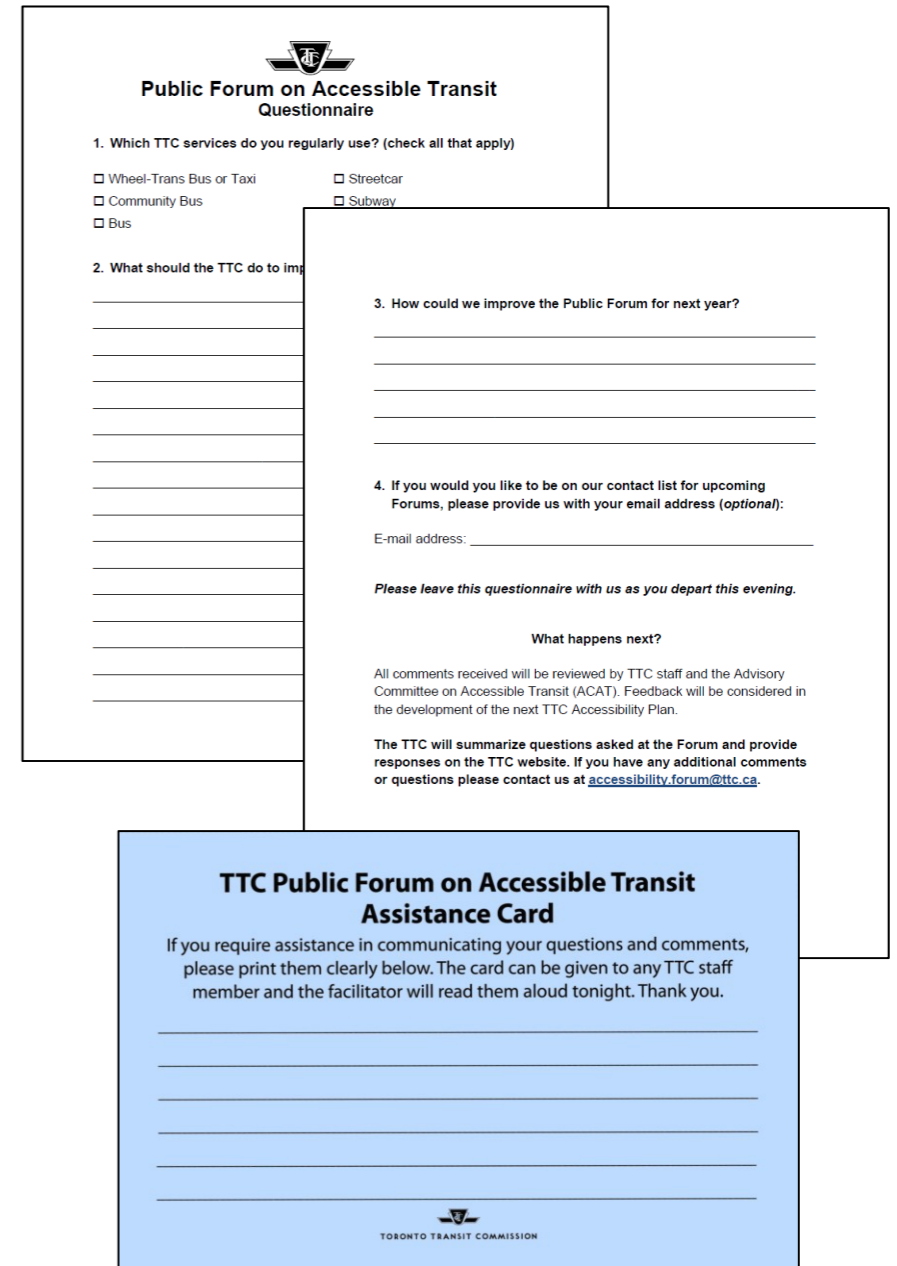
Attendance

- Public Forums are well-attended; 200 to 350+ attendees
- Event is also streamed live online



Customer Comments

- **Hundreds of customer comments are received each year:**
 - 30 to 50 people will have the opportunity to speak in person: open forum
 - Questions can be submitted in writing
 - Twitter and livestream
 - All of these comments will be directed towards the panel who will provide responses tonight
- Feedback surveys
- TTC Customer Service



The image displays two forms from the TTC. The top form is a questionnaire titled "Public Forum on Accessible Transit Questionnaire". It includes a TTC logo and asks for service usage and improvement suggestions. The bottom form is a blue "TTC Public Forum on Accessible Transit Assistance Card" for providing communication assistance.

Public Forum on Accessible Transit Questionnaire

1. Which TTC services do you regularly use? (check all that apply)

Wheel-Trans Bus or Taxi Streetcar
 Community Bus Subway
 Bus

2. What should the TTC do to improve...

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

4. If you would you like to be on our contact list for upcoming Forums, please provide us with your email address (optional):
E-mail address: _____

Please leave this questionnaire with us as you depart this evening.

What happens next?

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

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

TTC Public Forum on Accessible Transit Assistance Card

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

TORONTO TRANSIT COMMISSION



What Happens Next?

- All comments will be reviewed by Staff and ACAT
- Departments provide responses; summary will be posted on ttc.ca
- Suggestions will be implemented where feasible/practical

3. Wheel-Trans Operating Procedures

Below is a summary of the accessibility issues and suggestions for improvement raised by customers at the 2017 Public Forum regarding Wheel-Trans Operating Procedures. These suggestions were submitted during the meeting, on comment forms, and in comments to TTC Customer Service. Customer comments are a

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Wheel-Trans

Wheel-Trans

4. Service Improvements

Below is a summary of the accessibility issues and suggestions for improvement raised by customers at the 2017 Public Forum regarding Service Improvements. These suggestions were submitted during the meeting, on comment forms, and in comments to TTC Customer Service. Customer comments are accompanied by a summary of the current status of each issue.

More elevators	▼
Third-party elevator and escalator maintenance	▼
Low-floor streetcar service	▼
Community bus service	▼
More service, less crowded	▼
Wheel-Trans cross-boundary travel	▼
More Wheel-Trans Service	▼



Improvements as a Result of Previous Forums

- **“Platform gap” issue**
 - Trial first implemented at Eglinton Station: 2015
 - Entire platform corrected: 2019
 - High priority, and budget, assigned to retrofitting more stations



**Eglinton Station – Before
Step up into trains**



**Eglinton Station – After
Level entry into trains**

Improvements as a Result of Previous Forums

- **Accessibility awareness campaigns:**
 - “First on, last off”: 2015-present
 - Please Offer Me a Seat buttons: 2018



First on, last off

It's important for everyone's safety to allow people using mobility devices to board TTC vehicles first and allow them to exit last.

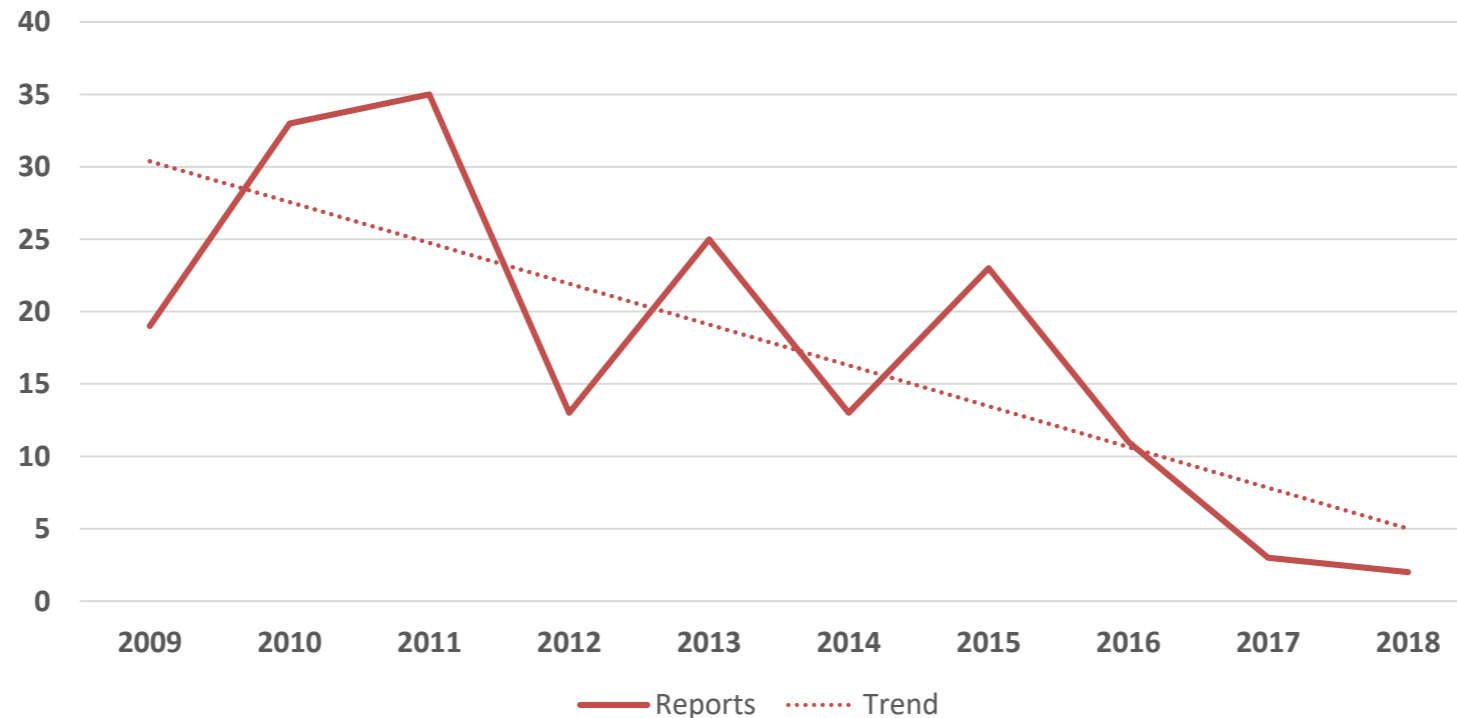
Making Toronto Accessible
Learn more at ttc.ca



Improvements as a Result of Previous Forums

- **Improved bus ramp procedures/maintenance and reduced age of fleet**
 - Now, very few ramp issues

Annual Customer Service Complaints: Bus Ramps Not Working



Improvements as a Result of Previous Forums

- **Numerous other small & large improvements across the TTC:**
 - 2013: closed captions added to all TTC YouTube Channel videos
 - 2014: push button accessible doors: St Clair Station McDonald's
 - 2014: better signage to elevators at Bloor-Yonge
 - 2015: select bus stops made accessible, as requested by customers
 - 2015-16: new stops outside Warden & Islington Stations for bus-to-bus transfers



Improvements as a Result of Previous Forums

- **Numerous other small & large improvements across the TTC:**
 - 2017: mobility device spaces maximized in new buses
 - 2017: “Life Happens”: new Wheel-Trans no-show and late cancellation policies
 - 2018: Fair Pass Program, collaboration with City of Toronto
 - 2019: more Wheel-Trans reservationists hired: reduced call waiting time
 - Ongoing: Improved AODA training programs, policies, procedures





September 16,
2019