



## 2020 Accessibility Plan Status Update

Date: July 14, 2020  
 To: TTC Board  
 From: Chief Strategy & Customer Officer

### Summary

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This report describes the TTC's progress towards achieving the objectives of the *2019-2023 TTC Multi-Year Accessibility Plan*. That plan outlined 52 specific objectives to improve the accessibility of TTC services and facilities by 2023. Fifteen of these objectives have been completed to-date and another 10 are planned by year-end 2020.

Significant *Accessibility Plan* accomplishments to-date include:

- ✓ operating all streetcar routes with accessible low-floor vehicles;
- ✓ upgrading Royal York Station, TTC's 46<sup>th</sup> accessible subway station, with three new elevators, automatic sliding doors, and modern wayfinding signage;
- ✓ beginning Easier Access construction at Keele, Lansdowne, Bay and Sherbourne stations;
- ✓ installing upgraded platform edge tiles to reduce the gap between subway trains and platforms at Eglinton, St Clair and Finch Stations;
- ✓ trialling new tactile and braille signs at closely spaced transit stops; and
- ✓ opening a new Wheel-Trans Access Hub at Humber College.

Major planned accessibility initiatives in 2020 include:

- completing Easier Access accessibility upgrades at six additional subway stations;
- continuing platform edge tile upgrades at six additional subway station platforms;
- launching a new Wheel-Trans mobile app; and
- completing construction of 14 Access Hubs at 9 key locations.

Accessibility remains a top priority for the TTC during the COVID-19 pandemic and TTC is ensuring that all services and facilities remain accessible for our customers during these times, and that new temporary policies, procedures and communications are designed with accessibility in mind. Due to the ongoing situation, timelines for completion of certain *Accessibility Plan* objectives have shifted as, in some cases, it is not practical or desirable to launch new initiatives during the ongoing pandemic, as noted in the report below. However, TTC remains strongly committed to implementing the remaining goals and objectives of the *Accessibility Plan* and continues to work towards achieving them by 2023.

## Recommendations

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It is recommended that the Board:

1. Receive this report for information noting that the report fulfills provincially-legislated *Accessibility for Ontarians with Disabilities Act (AODA) Integrated Accessibility Standards Regulation (IASR)* requirements to prepare an annual status report on the progress of measures taken to implement the TTC's *Multi-Year Accessibility Plan*, and steps taken to comply with the IASR.

## Financial Summary

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This report has no additional capital financial impact beyond what has been approved in the 2020-2029 Capital Budget and Plan.

The Interim Chief Financial Officer has reviewed this report and agrees with the financial impact information.

## Equity/Accessibility Matters

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The TTC is making Toronto's transit system barrier free by implementing changes which will make all of its services and facilities accessible to all our customers. The TTC strongly believes that all customers should enjoy the freedom, independence and flexibility to travel anywhere on its transit system.

The current *2019-2023 TTC Multi-Year Accessibility Plan* describes 52 specific initiatives that the TTC will undertake to work towards achieving a modern, inclusive, and accessible transit system for all. The TTC's commitment to providing accessible transit is also at the forefront of its *2018-2022 Corporate Plan*.

The TTC develops, reviews, and updates its accessibility initiatives in consultation with seniors and people with disabilities, particularly by consulting throughout the year with its Advisory Committee on Accessible Transit (ACAT). ACAT's advice over the last year resulted in improvements to numerous aspects of the TTC's service delivery, including "Easier Access" subway station retrofits, accessibility education for customers, front line staff training, and Wheel-Trans policy changes. ACAT also continues to advise the TTC during the COVID-19 pandemic, including implementing virtual meetings between TTC and ACAT for the first time.

In addition, the ideas and suggestions presented by individuals who participated in the TTC's Annual Public Forum on Accessible Transit, have significantly-influenced the TTC's planned accessibility initiatives.

## Decision History

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This report provides the first update on the TTC's accessibility improvement activities originally outlined in the *2019-2023 TTC Multi-Year Accessibility Plan*, which was approved by the Board at its May 8, 2019 meeting:

[https://www.ttc.ca/About the TTC/Commission reports and information/Commission meetings/2019/May 8/Reports/6 2019-2023 TTC Multiyear Accessibility Plan.pdf](https://www.ttc.ca/About%20the%20TTC/Commission%20reports%20and%20information/Commission%20meetings/2019/May%208/Reports/6%202019-2023%20TTC%20Multiyear%20Accessibility%20Plan.pdf)

## Issue Background

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The TTC is making continuous progress towards making all of its services and facilities accessible, a mission that was started in the 1980s and continues through the goals and objectives of the *2019-2023 TTC Multi-Year Accessibility Plan*. This work is also consistent with the AODA and IASR, which set out a timeframe to make Ontario accessible to persons with disabilities by 2025, with respect to goods, services, facilities, accommodation, employment, buildings, structures and premises. The TTC reports annually to the Board on the removal of accessibility barriers.

### **COVID-19 Pandemic Response: Accessibility**

During the COVID-19 pandemic and the restart process, TTC has ensured that customers with disabilities and seniors are being accommodated on all of our transit services. On the subway system, physical distancing markers have been added throughout, including on elevators. Streetcar ramps are available for anyone who requires them, and Operator assistance remains available if needed. While buses temporarily transitioned to rear door boarding during Q2, use of the front door, ramp, and kneeling features were still permitted for anyone who requires them, and mobility device securement continued to be offered. All buses have also been temporarily modified so that external route and destination announcements play when the rear door(s) of a bus are opened, in addition to the front door.

TTC recommended that Wheel-Trans customers take essential trips during the COVID-19 pandemic; however, as the Province has moved into Stage 2 of reopening, TTC is no longer recommending this. Direct, single customer rides have been offered in an effort to maintain physical distancing. Resumption of shared ride services will be evaluated as the restart and recovery process continues. Health screening and controls are in place to ensure the safety of both customers and Operators.

As of July 2, all TTC customers will be required to wear face coverings while on the transit system, with the exception of children under 2 and those who cannot wear them due to a medical condition.

TTC also continues to work with the Advisory Committee on Accessible Transit (ACAT) to ensure that customers with disabilities and seniors are accommodated on all transit

services during the restart and recovery process. TTC liaison staff are regularly checking in with the ACAT Chair and Co-vice Chairs to keep them apprised of all new temporary service policy changes that may have accessibility impacts. ACAT members are welcome to provide direct feedback on service and policy changes and their experiences to TTC liaison staff at any time. TTC resumed regularly scheduled ACAT activities in June in the form of virtual and call-in meetings and consultations. In-person ACAT activities will not resume until larger gatherings are recommended by the Province and Toronto Public Health.

Based on customer experience research, those currently riding the TTC are more likely to be younger with lower household income and are less likely to have access to a vehicle. To mitigate any potential impacts of reduced transit service levels, TTC is closely monitoring service levels, including demand responsive buses to supplement service. TTC has also been taking advantage of reduced customer demand to accelerate important Easier Access station retrofit projects in order to complete elevators and other accessibility improvements faster.

## Comments

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This report provides a status update on the most recent *2019-2023 TTC Multi-Year Accessibility Plan*, including progress made to achieve the 52 accessibility improvement objectives and barrier removal activities outlined in the Plan.

Of these 52 objectives:

- ✓ 15 have been completed to-date;
- 27 are in progress, including 10 which are planned to be completed by the end of 2020;
- 5 were related to the Line 2 East Extension (“Scarborough Subway Extension”) project and have been transferred to Metrolinx, as described below; and
- 5 are ongoing activities with no set end date.

Table 1 below provides a high level overview of the number of 2019-2023 Multi-Year Accessibility Plan objectives originally planned for completion over each year of that Plan, revised dates for the remainder of the objectives based on project status, and the number that have been completed to-date. As noted in Table 1, the timelines for certain objectives have been deferred, or are expected to be deferred, due to the COVID-19 pandemic.

**Table 1: Tracking of Planned and Completed Multi-Year Accessibility Plan Objectives by Year**

<b>Year</b>	<b>Originally Planned Objectives</b> (based on Multi-Year Plan)	<b>Updated Timelines</b> (based on project status)	<b>Completed Objectives To-Date</b>	<b>Notes</b>
2019	15	10	10 of 10	Timing of remaining five 2019 objectives has been adjusted to 2020 and 2021.
2019 (Scarborough Subway Extension)	5	N/A	N/A	These objectives are now the sole responsibility of Metrolinx and will be removed from TTC's Accessibility Plan
2020	10	14	5 of 14	Revised timelines includes one objective originally planned for 2019 and three objectives originally planned for 2023. It is possible that certain 2020 objectives will not be achieved this year due to the ongoing COVID-19 pandemic, as described further in the report below.
2021	2	6	0 of 6	Two objectives originally planned for 2021 are on schedule. Revised timeline includes four objectives originally planned for 2019.
2022	0	0	0	No objectives were planned for completion in 2022.
2023	12	9	0 of 9	Three objectives originally scheduled for completion by 2023 are now expected to be completed early, in 2020.
Ongoing	5	5	N/A	Ongoing activities with no set end date.
New Funding Required	3	3	0 of 3	Funding will be sought in future capital budgets for these objectives.
<b>Total</b>	<b>52</b>	<b>47</b>	<b>15</b>	

The status of each of the objectives is described in detail below.

## 1. Stations and Facilities

TTC continues to remove physical accessibility barriers in its stations and facilities. This includes adding new elevators and barrier-free paths at subway stations, new accessible station entrances, and modernizing elevators and escalators to improve reliability.

### 1.1. Elevators and Barrier-Free Paths

Status	Objective	Year
✓	Complete Easier Access accessibility retrofit work at Royal York Station	2019
✓	Begin Easier Access construction at four additional stations in 2019	2019
✓	Begin to retrofit subway platforms to mitigate the “platform gap” issue at affected stations	2019
✓	Study additional seating requirements at strategic locations in subway stations	2019
✓	Begin a study for Phase 4 of the Easier Access Program	2020
–	Begin to upgrade centre platform tactile wayfinding paths at subway stations	2020
–	Begin construction at all remaining inaccessible stations	2023
–	Complete Easier Access construction at 20 additional stations by the end of 2023	2023

**Status update:** Work is underway to make more subway stations accessible as part of the TTC’s “Easier Access” station accessibility retrofit program. Accessibility upgrades, including three elevators providing access from street to concourse and subway platforms, accessible sliding doors, and new signage and wayfinding, were completed at Royal York Station in 2019. Construction also began at Keele, Sherbourne, Bay and Lansdowne Stations in 2019.

The TTC continues to expect that elevators will be in service at a total of 20 additional stations between 2020 and the end of 2023, and that construction will start at all remaining inaccessible stations on Lines 1 and 2 by 2023. Due to reduced ridership as a result of the COVID-19 pandemic, TTC took the opportunity to close Chester Station for two weeks in June 2020 in order to accelerate Easier Access construction at that station, and will consider similar closures at other stations later in 2020.

The current schedule for Easier Access improvements at subway stations is as follows:

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

<b>Station</b>	<b>Elevators In Service</b>
Dupont	2020
Wellesley	2020
Wilson	2020
Runnymede	2020
Bay	2020
Chester	2020
Yorkdale	2021
Sherbourne	2021
Lansdowne	2021
Keele	2021
King	2022
Donlands	2022
Spadina	2022
College	2023
Lawrence	2023
Greenwood	2023
Christie	2023
Castle Frank	2023
Summerhill	2023
High Park	2023
Museum	2024
Rosedale	2024
Old Mill	2024
Glencairn	2024
Warden	2025
Islington	2025

Note: four Line 3 Stations – Lawrence East, Ellesmere, Midland, and McCowan – will not be made accessible as these stations will be closed and replaced by the Scarborough Subway Extension. This project is part of the Provincial Subway Program. TTC is working with the Province of Ontario to understand project timelines and implications to accessibility on Line 3 prior to the opening of the subway extension, and

will report back to the Board when that further project information is available and assessed.

In 2019, work took place at Eglinton, St Clair and Finch Stations to retrofit subway platform edges to mitigate the “platform gap” issue to the extent possible by adjusting the elevation of platform edges and installing rubber gap fillers, where practical. The Board also approved a strategy to continue retrofitting platform edges to ensure that they comply with current TTC standards, including an additional six platforms in 2020 and ten platforms in 2021, and more platform edges in future years as funding becomes available.

In 2019, TTC reviewed Canadian best practices for seating to determine if and where seating quantities should be increased in subway stations, to better support Family of Services. TTC has also begun to replace older benches in subway stations with newer, more accessible models.

In Spring 2020, TTC initiated a study for Phase 4 of the Easier Access Program. This study will evaluate the priorities for, and high level feasibility of, providing secondary elevators, new accessible entrances, and/or other accessibility features at key stations, and will serve as the basis for future funding requests.

TTC continues to add tactile attention indicators at the top of stairs in the subway system, where these are not already provided, and is planning to begin to upgrade centre platform tactile wayfinding paths starting with Wilson Station in 2020. These initiatives will be consistent with modern ISO and CSA standards and will improve safety and wayfinding for people with vision loss.

### 1.1.1. New Station Entrances

Status	Objective	Year
→	Work with property developers to create new accessible entrances to stations, where opportunities arise	N/A

#### Status update:

TTC continues to work with property developers adjacent to subway stations, including Bay, St Patrick, York Mills, and Dufferin stations, to provide new third party accessible entrances and elevators from street level to subway concourse level. As requested by the Board and ACAT in 2019, TTC is also enhancing its Entrance Connection Policy requirements to ensure that future third party elevators and entrances connecting to TTC subway stations best meet the needs of TTC customers.

### 1.1.2. Elevator and Escalator Reliability

Status	Objective	Year
–	Rebuild four elevators to improve reliability	2020
–	Modernize seven escalators to improve reliability	2023
–	Implement escalator and elevator real-time monitoring system to support Family of Services	2023



**Status update:** To improve service reliability for customers, overhauls of one elevator at Bathurst Station and one elevator at Scarborough Centre Station began in 2019 and were completed in 2020. Overhauls of a second elevator at Scarborough Centre Station and one elevator at Kennedy Station are planned to be completed in 2020. TTC also plans to modernize seven escalators at Yorkdale, King, Spadina, and Broadview subway stations to improve reliability and reduce unplanned outages for our customers who rely on these devices.

Development continues on a new escalator and elevator real-time monitoring system, which is anticipated to be made available by 2023.

### 1.1.3. Scarborough Subway Extension – Scarborough Centre Station

**Objectives:** Ensure that the design of the new Scarborough Centre Station is accessible.

**Status update:** The *2019-2023 TTC Multi-Year Accessibility Plan* included five objectives related to the planned new Scarborough Centre Station on the Scarborough Subway Extension. These objectives have been passed along to Metrolinx, which is now solely responsible for design and construction of the Scarborough Subway Extension as per the Provincial “*Getting Ontario Moving Act*”. Therefore, these objectives will be removed from TTC’s *Multi-Year Accessibility Plan* and will not be reported on by TTC in future years.

## 1.2. Vehicles

Work is well underway to enhance TTC’s vehicles and related infrastructure to improve accessibility. This includes making all streetcar routes accessible, continuing work to modernize transit stops accessible, and adding features such as pre-boarding announcements to vehicles.

### 1.2.1. Low-Floor Streetcars

Status	Objective	Year
✓	Retire all high floor streetcars from regular service.	2019
✓	Complete delivery of the order of 204 low-floor accessible streetcars.	2020
–	Complete the program to install new curb ramps or modified platforms, as required, at nearly all streetcar stops.	2023

**Status update:** All high floor streetcars were retired from regular service by the end of December 2019, and delivery was completed on the order of 204 new low-floor accessible streetcars in early 2020. All streetcar routes are now designated as accessible.

In 2021, TTC plans to complete its current project to modify existing streetcar platforms and install new curb ramps at streetcar stops, including work to retrofit platforms on Roncesvalles Avenue; however, this is dependent on work being delivered by the City of Toronto. A small number of streetcar stops will remain inaccessible at the present

time as work to provide curb ramps or widened platforms will require significant structural roadway changes (e.g., stops on bridges).

### 1.2.2. Conventional Buses

Status	Objective	Year
✓	Complete the VISION system rollout on buses.	2019
–	Complete an accessibility audit of transit stops.	2021
–	Upgrade over 900 bus stops to improve accessibility.	2023
→	Continue to work with ACAT and bus manufacturers to refine bus designs to maximize accessibility	N/A

**Status update:** All buses were equipped with the VISION communications system in 2019. VISION will eventually allow for improved accessibility features on buses, such as delay, detour and emergency announcements in both text and audio formats, in addition to continuing the onboard visual and audible stop announcements and external route announcements.

In 2019, 47 bus stops were upgraded to meet modern accessibility standards. TTC currently has plans to upgrade over 600 more bus stops by 2023. An additional 105 stops will be upgraded by the City as part of separate road construction projects or by developers adjacent to transit stops. Approximately 150 stops have been removed from the scope of the stop upgrade project due to the planned consolidation of transit stops to meet service standards by moving stops to safer locations at traffic control signals and pedestrian crossings.

By the end of 2021, TTC will also audit bus and streetcar stops currently marked as accessible to ensure that their physical condition continues to meet modern requirements, and to provide input into future phases of the TTC’s transit stop improvement program.

TTC will continue to consult with ACAT to refine bus designs, including with respect to the TTC’s current trial of three types of electric buses.

### 1.2.3. Accessible Subway Trains

Status	Objective	Year
✓	Complete the deployment of pre-boarding announcements on the subway network.	2019
✓	Complete Line 3 train retrofits as an interim measure until the Scarborough Subway Extension opens.	2019

**Status update:** To improve accessibility for customers with vision and/or hearing loss, audible and visual external pre-boarding route and destination announcements were activated on all subway trains by the end of Q3 2019.

Work was completed in 2019 to retrofit Line 3 trains for improved accessibility. This work included removal of eight seats on each train car to implement multi-purpose

seating areas that can better accommodate customers using mobility devices, new pull down handholds at the multi-purpose areas, and improved lighting and aesthetics throughout.

#### 1.2.4. Innovative Transit Vehicle Services

Status	Objective	Year
–	Pilot an on-demand automated shuttle.	2020
–	Expand the Community Bus Program, if the pilot project is successful.	2021
–	Mobility as a Service (MaaS) and Microtransit concepts will be accessible if these proceed at TTC.	2023

**Status update:** As part of the TTC’s *5-Year Service Plan & 10-Year Outlook*, TTC intends to expand the community bus program, in conjunction with key Wheel-Trans initiatives, including Family of Services, customer re-registration, and conditional trip matching. The first phase to adjust service on existing community bus routes has been deferred as the TTC recovers from the COVID-19 pandemic and is now planned for Q1 2021. The second phase will commence after the above Wheel-Trans initiatives are in place.

The City of Toronto, TTC and Metrolinx, continue to work towards piloting an automated shuttle in the West Rouge community near Rouge Hill GO Station. The automated shuttle will comply with accessibility standards. The timing of the project is under review in light of the COVID-19 pandemic and it is anticipated that an update will be made soon.

MaaS, which is a concept that is expected to provide more travel options for customers, and Microtransit, which is a concept that is expected to provide on-demand first mile/last mile service in areas of the City with limited travel demand, are both included in the TTC’s *5-Year Service Plan & 10-Year Outlook*. In 2020, TTC staff will develop a working group with City staff to explore and recommend policy options for MaaS governance to meet the public’s needs. Also in 2020, TTC will improve connections for customers who use TTC services and high-occupancy microtransit shuttle services, this includes integrating microtransit shuttle schedules with TTC schedules to facilitate trip planning, enhanced wayfinding at stations, and piloting physical parking/circulation improvements at the pick-up and drop-off entrance to Don Mills Station. The automated shuttle trial will serve as a pilot to test a microtransit service delivery model.

### 1.3. Wheel-Trans Services

Implementation of the Wheel-Trans Transformation Program continues in order to modernize Wheel-Trans’ service offerings. Initiatives underway include new booking technologies, continued expansion of Family of Services, and construction of Access Hubs.

#### 1.3.1. Easier Trip Booking

Status	Objective	Year
✓	Continue to improve the telephone trip booking experience.	2020

Status	Objective	Year
–	Improve technologies such as a mobile app that gives customers more trip booking options.	2020

**Status update:** Over the past year, Wheel-Trans has significantly improved telephone wait times with the result that as of February 2020, wait times were 4.6 minutes on average, well below the target of 15 minutes. Wheel-Trans plans to introduce a new mobile phone app in 2020 in order to provide customers with more flexible options for booking a trip. Several new features have also been added to the Wheel-Trans self-booking website for easier use by customers, including instant trip results, design improvements, and more Family of Services options.

### 1.3.2. Service Integration

Status	Objective	Year
–	Expand Family of Services multi-modal trip options by four bus routes per year.	2023
–	Incorporate streetcar routes into Family of Services by expanding by one per year.	2023

**Status update:** 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 through the Family of Services program.

We will continue to expand multi-modal trip options to more than four bus routes per year, however, this will only apply to frequent bus and streetcar routes across the city. We will also continue to strategically select conventional bus and streetcar routes, selecting specific transfer stops for customer pick-up and drop-off. This will be staggered in waves of routes/stops until complete city coverage is achieved and the average customer travel distance on Wheel-Trans is significantly reduced.

By the end of 2020, Wheel-Trans expects to have connections to over 60 frequent service routes, at more than 350 transfer stops across the city, as well as all accessible subway stations. By the end of Q1 2021, Wheel-Trans plans to connect to over 80 routes and more than 450 transfer stops. We will evaluate whether there is a requirement for additional routes and stops beyond this to improve connections.

Due to the COVID-19 pandemic, mandatory Conditional Trip Matching that was planned to launch in June 2020 has been delayed. Customer Surveys along with guidance from Toronto Public Health will inform the timing of a move to mandatory Conditional Trip Matching. This will be evaluated in Q4 2020.

### 1.3.3. Access Hubs

Status	Objective	Year
–	All 16 Access Hubs in service	2020

**Status update:**

Access Hubs are shelters aimed at providing a comfortable waiting space for Wheel-Trans customers who are transferring to or from conventional transit as part of Family of Services. Access Hubs boast multiple features including wave-activated heaters and accessible doors, good lighting, and generous seating that can accommodate several customers using mobility devices.

Twelve of the 16 Access Hubs are now in service, with 10 completed to-date in 2020 and two in prior years. The balance are expected to be completed and opened for customers by the end of Q3 2020.

## 1.4. Customer Experience Initiatives

### 1.4.1. Equity

Status	Objective	Year
–	Trial a new equity-focused consultation process for major transit service changes.	2020
–	Trial new equity-based performance measures for transit service.	2020
–	Launch the second and third phases of the Fair Pass Discount Program, as funding permits.	2021
→	Continue to hold an annual Public Forum on Accessible Transit.	N/A

**Status update:** TTC will trial the new equity-focused consultation process and equity-based performance measures in 2020 during development of the 2021 Annual Service Plan. The equity-focused consultation process will involve reaching out to equity-seeking groups during development of major transit service changes to ensure that potential negative impacts are minimized. The trial of equity based performance measures will involve modifying TTC service standards to pilot new services in Neighbourhood Improvement Areas for customers who need our services the most.

Phase 2 of the Fair Pass Discount Program, which expanded eligibility to include people receiving Toronto child care subsidies, was launched by the City of Toronto in September 2019. The City anticipates that Phase 3, which will further expand eligibility to include all other Toronto residents with an income below the Low-Income Measure plus 15% threshold, will commence in 2021.

The twelfth annual TTC Public Forum on Accessible Transit was held in September 2019. This event provided an opportunity for the TTC’s Board members, senior staff and ACAT members to hear directly from customers with disabilities about their accessibility priorities, complaints and commendations, and requests for change in order to inform TTC accessibility improvement initiatives. Over 100 individuals attended the event in person at the Beanfield Centre, Exhibition Place. For anyone unable to attend in person, the Public Forum was streamed live online, and the video was archived on the TTC’s YouTube Channel which has had over 350 views as of May 2020. Many others followed the conversation on Twitter and/or submitted comments through an online survey. In total, over 225 individual comments were received. A summary of the event and TTC responses to customer comments have been made available in the [Accessibility section of the TTC website](#).

Due to the COVID-19 pandemic and uncertainty about when large in-person gatherings can resume, planning is underway to hold the annual TTC Public Forum on Accessible Transit as an online event in Q4 2020.

#### 1.4.2. Communications and Awareness

Status	Objective	Year
–	Launch the new accessible TTC website.	2020
→	Continue to develop new and promote ongoing Priority Seating and customer courtesy campaigns.	N/A

**Status update:** TTC’s new website is now tentatively planned to go live in Q4 2020. The new website will meet or exceed WCAG 2.0 accessibility requirements.

TTC continues to promote Priority Seating and customer courtesy on an ongoing basis and plans to rollout a new communications campaign to support these efforts later in 2020.

#### 1.4.3. Signage and Wayfinding

Status	Objective	Year
✓	Trial tactile signs at transit stops.	2019
✓	Prototype new tactile signs at public washrooms.	2020
–	Continue to research effectiveness of beacon wayfinding system-wide.	2021

**Status update:** In 2019, tactile signs were installed at twenty closely spaced transit stops where there are different stopping locations for multiple routes along a short stretch of sidewalk. ACAT had recommended that TTC provide tactile signs at these locations to help people with vision loss wait at the correct stop. TTC is seeking feedback on these signs from customers and stakeholders on the content, materials and overall usefulness of these signs in order to inform future initiatives. TTC also installed new tactile signs outside the public washrooms at Bloor-Yonge Station in early 2020. TTC will continue to seek opportunities to implement tactile signage in subway stations as part of new construction and state of good repair initiatives.

TTC continues to work with CNIB to evaluate the effectiveness of the current beacon wayfinding pilot project at St Clair Station and will be determining next steps and potential for deploying this technology system-wide as part of the TTC Wayfinding Strategy that will be developed in 2020-21.

#### 1.4.4. Customer Service

Status	Objective	Year
✓	Launch a new Streetcar Operator refresher training course, with the assistance of ACAT members	2019
–	Relocate TTC’s photo ID facility to an accessible location.	2020
–	Make TTC’s Lost Articles facility accessible.	2021

**Status update:** A new Streetcar Operator refresher training course was launched in October 2019. ACAT members now attend these training courses, to interact with Operators and provide helpful advice on how to best accommodate seniors and people with varying disabilities.

A new photo ID centre at accessible Bathurst Station was recently completed with occupancy expected in mid-2020. Construction is also underway to make the Lost Articles facility accessible as part of the Bay Station Easier Access project with completion expected by 2021.

#### 1.4.5. Complete PRESTO Implementation and Transition

Status	Objective	Year
✓	Rollout PRESTO payment for Wheel Trans contracted sedan taxis.	2020
–	Provide PRESTO solution for support persons.	2021
→	Ensure PRESTO satisfies accessibility standards.	N/A

**Status update:** As of January 2020, customers who use the Wheel-Trans services can pay their fare using a PRESTO card or a PRESTO Ticket in Wheel-Trans contracted sedans. PRESTO payment is now available across all TTC’s transit services.

A PRESTO solution for support persons as well as other concession cards are being explored as part of TTC’s 5 Year Fare Policy and 10 Year Fare Collection Outlook. We will continue to produce and accept the existing TTC Support Person Assistance Card for the foreseeable future.

PRESTO and the TTC continue to work closely, including consultation with ACAT, to ensure that all PRESTO devices are accessible when introduced into the TTC system.

#### 1.4.6. Make Taking Public Transit Seamless

Status	Objective	Year
–	Add real-time visual emergency/delay announcements on subway trains.	TBD
–	Install curb ramps for Wheel-Trans at subway station bus terminals.	TBD
–	System-wide signage and wayfinding upgrades.	TBD

**Status update:** TTC continues to investigate requirements to improve the real time information available on subway trains and will seek funding for this initiative in future budgets.

Curb ramps for use by Wheel-Trans vehicles have been added to TTC’s design standards and TTC is installing these ramps as part of ongoing Easier Access construction projects throughout the subway system.

TTC also continues to update signage and wayfinding to improve accessibility and will continue this work through the new TTC Wayfinding Strategy which was approved by the Board at the May 2020 meeting.

## 2. Ongoing Accessibility Standards Compliance

The TTC is committed to meeting the provincially-legislated accessibility requirements set out in the *Integrated Accessibility Standards Regulation (IASR)*. TTC is currently in compliance with all IASR requirements, including the implementation of electronic pre-boarding route/destination announcements which was completed on all TTC subway trains in Q3 2019. Remaining requirements of the IASR applicable to the TTC involve accessible websites and web content, and take effect in 2021. The TTC is already in compliance with these requirements, and a planned website redesign in 2020 will maintain compliance with these requirements.

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### Signature

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