



## **2022 Accessibility Plan Status Update**

Date: June 23, 2022  
To: TTC Board  
From: Chief Strategy and Customer Officer (Acting)

### **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 (Accessibility Plan). The Accessibility Plan identified 47 specific objectives to improve the accessibility of TTC services and facilities by 2023. Twenty-five of these objectives have been completed to date; 17 are in progress, including three that are planned to be completed by the end of 2022; and five are ongoing activities with no set end date.

Significant Accessibility Plan accomplishments from 2019 to 2022 to date include:

- ✓ Operating all streetcar routes with accessible, low-floor vehicles;
- ✓ Upgrading 10 subway stations with elevators, power-operated doors and modern wayfinding signage: Royal York, Wellesley, Chester, Dupont, Runnymede, Wilson, Bay, Keele, Sherbourne and Yorkdale;
- ✓ Continuing and beginning Easier Access construction at 14 additional stations: Lansdowne, Donlands, College, Summerhill, Rosedale, Castle Frank, Glencairn, Greenwood, Lawrence, High Park, Warden, Spadina, Museum and Christie;
- ✓ Installing upgraded platform edge tiles to reduce the gap between subway trains and platforms at 15 station platforms to date;
- ✓ Revised station entrance connection policy requirements to ensure that new third-party entrances best meet the needs of TTC customers;
- ✓ Launching the new accessible TTC website and the Wheel-Trans mobile app;
- ✓ Trialling new tactile and braille wayfinding features; and
- ✓ Opening 16 Wheel-Trans Access Hubs across the city.

Major planned accessibility initiatives by the end of 2022 include:

- Completing Easier Access accessibility upgrades at one additional subway station (Lansdowne);
- Continuing platform edge tile upgrades at up to 10 additional subway station platforms; and
- Launching the new Wheel-Trans mobile app.

Ensuring that all TTC services and facilities remain accessible for our customers has been a top priority for the TTC, and even with the added barriers experienced during the

COVID-19 pandemic, we will continue on this path. The TTC is designing all new temporary policies, procedures, communications and service plans with accessibility in mind. Due to the pandemic, timelines for completion of certain Accessibility Plan objectives have shifted. However, the TTC remains strongly committed to implementing the remaining objectives of the Accessibility Plan and continues to work towards this goal by 2023.

This report fulfills provincially legislated requirements in the Integrated Accessibility Standards Regulation (IASR) under the Accessibility for Ontarians with Disabilities Act (AODA) to prepare an annual status report on the progress of measures taken to implement the Accessibility Plan, and steps taken to comply with the IASR.

**Recommendations**

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It is recommended that the TTC Board:

- 1. Receive this report for information.

**Financial Summary**

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This report has no additional capital financial impact beyond what has been approved in the 2022-2031 Capital Budget and Plan.

The TTC continues to work to provide a barrier-free transit system in support of the AODA’s goal of an accessible Ontario by 2025. Life-to-date costs to the end of 2021 for several projects in support of this goal, summarized in Table 1, total \$617.93 million. To continue work on these projects and achieve a modern, inclusive and accessible transit system for all, funding of \$746.83 million has been approved in the 2022-2031 TTC Capital Budget and Plan. These projects, described in Table 1, will improve the accessibility of TTC facilities and services for all customers.

**Table 1: Accessibility Projects in 2022-2031 TTC Capital Budget and Plan**

Project Name	Description	Life to Date Costs	2022-2031 Capital Plan	Total Approved Cost
		(\$ Millions)		
Easier Access Phase III	Accessibility retrofits at subway stations, including elevators and associated architectural, structural, mechanical and electrical modifications.	\$460.29	\$629.90	\$1,090.19

Project Name	Description	Life to Date Costs	2022-2031 Capital Plan	Total Approved Cost
		(\$ Millions)		
Easier Access Phase IV Study	Study to evaluate and provide recommendations regarding long-term need for redundant elevators at key subway stations.	\$0.15	\$0.65	\$0.80
Elevator Overhaul	Removal of elevator units that have reached the end of their designed life and replacement with new equipment to ensure reliable service for customers.	\$20.08	\$6.62	\$26.70
Escalator Replacement	Complete replacement of escalators in the subway system that have exceeded their useful operating life.	\$14.09	\$21.74	\$35.83
Escalator Overhaul	Replacement of escalator components to return escalators to as-new condition.	\$85.61	\$72.39	\$158.00
Platform Edge Tile Replacement	End-of-life replacement of subway platform edge tiles, including accessibility improvements to reduce horizontal and vertical gaps.	\$1.79	\$2.86	\$4.65
Station Tactile Wayfinding Upgrade	Upgrade centre platform wayfinding tiles to ISO standards and add tactile attention indicator tiles at top of stairs in stations.	\$0.18	\$3.90	\$4.08
Bus Stop Accessibility Improvements	Construction/installation of new accessible concrete pads at bus stops.	\$10.75	\$13.76	\$24.51
Streetcar Stop Accessibility Improvements	Modification of existing streetcar platforms and installation of new curb ramps at streetcar stops to accommodate accessible streetcar ramp deployment.	\$51.99	\$2.94	\$54.93
Wheel-Trans Transformation Program	Continued implementation of a comprehensive program to deliver aspects of the Wheel-Trans 10-Year Strategy, composed of 13 wide-ranging initiatives.	\$30.99	\$18.81	\$49.80
Purchase of Wheel-Trans Buses	Acquiring new buses to replace the existing "Friendly" bus fleet.	\$27.62	\$45.65	\$73.27

Project Name	Description	Life to Date Costs	2022-2031 Capital Plan	Total Approved Cost
		(\$ Millions)		
Total		\$703.54	\$819.22	\$1,522.76

The 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 its services and facilities accessible to all our customers by implementing changes and removing barriers. The TTC strongly believes that all customers should enjoy the freedom, independence and flexibility to travel anywhere on its transit system.

The Accessibility Plan describes 47<sup>1</sup> specific initiatives that the TTC is working towards completing in order to achieve 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 diverse seniors and people with disabilities, particularly by consulting throughout the year with members of the 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, frontline staff training, third-party entrance connections and Wheel-Trans policy changes. ACAT also provides advice to City of Toronto staff on transit-related matters, such as bicycle lane and transit stop design.

The TTC continues to work with ACAT to ensure that customers with disabilities and seniors are accommodated on all transit services during the pandemic recovery process. ACAT has provided advice on a wide range of pandemic-related matters, including communications campaigns, Wheel-Trans service changes and automated audible and visual information announcements.

In 2021, the TTC held its second Virtual Public Forum on Accessible Transit. The ideas and suggestions presented by individuals who participated in the forum continue to significantly influence the TTC's planned accessibility initiatives, as described further in section 2.4.1 below.

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<sup>1</sup> While the Accessibility Plan originally included 52 initiatives, five were removed from the Plan in 2020 due to the change in responsibility for Provincial Subway Projects.

## Decision History

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This report provides the third update on the TTC's accessibility improvement activities originally outlined in the [Accessibility Plan](#), which was approved by the Board at its May 8, 2019 meeting.

The [2020 Accessibility Plan Status Update](#) and the [Easier Access Phase III Project Status](#) reports were approved by the Board at its July 14, 2020 meeting.

The [2021 Accessibility Plan Status Update](#) report was approved by the Board at its May 12, 2021 meeting.

A further [Easier Access III Project Status Update](#) report was approved by the Board at its February 10, 2022 meeting.

## Issue Background

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The TTC continues to progress towards making its services and facilities accessible, a mission that was started in the 1980s and continues through the goals and objectives of the 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

As the TTC begins to return back to pre-pandemic operations, it is ensuring that customers with disabilities and seniors are accommodated on all of its transit services. Physical distancing signs, signs about wearing masks, enhanced cleaning/disinfecting, and mask mandates have been in place for much of the pandemic. An extensive communications campaign remains ongoing within the transit system, including advertising posters, video screen information and automated audible announcements to advise customers on pandemic-related safety measures.

Wheel-Trans has begun to resume pre-pandemic service, including shared/multi-passenger customer rides starting with the largest vehicles first now that ridership is increasing as the recovery process continues. In-person travel training has also resumed and is available to all Wheel-Trans customers to support them in their use of Family of Services.

The TTC is closely monitoring service levels and is working towards returning to 100% of pre-pandemic service in 2022. Our partnership with transit trip planning mobile apps, Rocketman and Transit, to provide real-time bus occupancy information to help customers plan and take their trips, will also remain in place going forward. This enables

customers to see the volume of passengers on vehicles approaching their stop to help choose the vehicle they are most comfortable boarding.

## Comments

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This report provides a status update on the Accessibility Plan, including progress made to achieve the 47 accessibility improvement objectives and barrier removal activities that are outlined in the Accessibility Plan.

Of these 47 objectives:

- 25 have been completed to date;
- 17 are in progress, including three that are planned to be completed by the end of 2022; and
- Five are ongoing activities with no set end date.

The status of each of the objectives is described below:

### 1. Previously Completed Items

Twenty-one objectives outlined in the Accessibility Plan were previously completed as described in the 2020 and 2021 Accessibility Plan Status Reports:

<b>2019-2023 Multi-Year Accessibility Plan Objective</b>	<b>Year</b>
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
Retire all legacy (high-floor) streetcars from regular service.	2019
Complete the VISION system rollout on buses.	2019
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
Trial tactile signs at transit stops.	2019
Launch a new Streetcar Operator refresher training course, with the assistance of ACAT members.	2019
Begin a study for Phase IV of the Easier Access Program.	2020
Complete delivery of the order of 204 low-floor, accessible streetcars.	2020
Continue to improve the Wheel-Trans telephone trip booking experience.	2020
Prototype new tactile signs at public washrooms.	2020
Rollout PRESTO payment for Wheel-Trans contracted sedan taxis.	2020

<b>2019-2023 Multi-Year Accessibility Plan Objective</b>	<b>Year</b>
Begin to upgrade centre platform tactile wayfinding paths at subway stations.	2020
Overhaul four elevators to improve reliability.	2020
All 16 Access Hubs in service.	2020
Trial a new equity-focused consultation process for major transit service changes.	2020
Trial new equity-based performance measures for transit service.	2020
Relocate TTC's photo ID facility to an accessible location.	2020

Four additional objectives have been completed since the previous Status Reports as noted below:

## **2. Implementation Progress: 2019-2023 TTC Accessibility Plan**

### **2.1. Stations and Facilities**

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

#### **2.1.1. Elevators and Barrier-Free Paths**

<b>Status</b>	<b>2019-2023 Multi-Year Accessibility Plan Objective</b>	<b>Year</b>
In progress	Begin construction at all remaining non-accessible stations.	2023
In progress	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 elevators, power-operated doors and new signage and wayfinding, were completed at Royal York Station in 2019; Wellesley, Chester, Dupont, Runnymede, Wilson and Bay stations in 2020; and Keele, Sherbourne and Yorkdale stations in 2021. Construction is ongoing at College, Donlands, Lansdowne, Greenwood, Castle Frank, Christie, Summerhill, Lawrence, Glencairn, Museum, High Park, Spadina, Warden and Rosedale stations.

Easier Access construction contracts have been and continue to be impacted by the COVID-19 pandemic. This is largely due to the pandemic's disruptive nature to trades work at construction sites and supply chain issues, which have been mitigated where possible. Further, impacts due to complexities at some stations, including impacts with stairs and escalators, adjacent properties and utility conflicts, have resulted in longer design durations to resolve issues. As such, the TTC expects that elevators will be in service at a total of 16 additional stations between 2020 and the end of 2023, and that construction will start at all remaining non-accessible stations on Lines 1 and 2 by 2023.

Donlands Station is now expected to be completed in 2023 due to site conditions. Christie Station is now expected to be completed in 2024 as permits and approvals required updating as a result of existing site conditions.

The TTC continues to plan for all of its subway stations to be accessible by 2025. Due to the unique configurations of the bus terminals at both Islington and Warden stations, and the site redevelopment process being co-ordinated with the City of Toronto's CreateTO Office, meeting the TTC's goal for all TTC subway stations to be accessible by 2025 will be challenging. This issue has been previously reported to the Board in 2020, 2021 and earlier this year, and the project team has investigated mitigation strategies to improve the schedule. Changes include constructing the project in phases by separate contracts, advancing the elevator construction associated with the station, and constructing a temporary accessible bus terminal.

Installing elevators in every subway station will enable the TTC to meet AODA requirements. However, our strategy must then focus on keeping elevators in acceptable conditions to provide safe and reliable service to customers. Service levels cannot be maintained through regular maintenance on elevators that have reached the end of their designed life. At that point, they must be overhauled. Starting in 2024/2025 the TTC will have an average of eight elevators reaching the end of their designed life every year. However, funding for the Elevator Overhaul Program currently ends in 2025. Additional funding will need to be sought in future capital budget processes in order to continue the Elevator Overhaul Program and maintain accessible service for customers.

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



**Table 2: TTC Easier Access Program – Current Station Completion Schedule**

<b>Station</b>	<b>Construction Planned to Begin</b>	<b>Elevators In Service (Previous)</b>	<b>Elevators In Service (Revised)</b>
Lansdowne	Underway now	2022	2022
Donlands	Underway now	2022	2023
College	Underway now	2023	2023
Greenwood	Underway now	2023	2023
Castle Frank	Underway now	2023	2023
Christie	Underway now	2023	2024
Summerhill	Underway now	2023	2023
Rosedale	Underway now	2024	2023
Glencairn	Underway now	2024	2024
Lawrence	Underway now	2024	2024
Museum	Underway now	2024	2024
Spadina	Underway now	2024	2024
High Park	Underway now	2024	2024
King	Q3 2022	2024	2024
Warden	Underway now (EA portion)	2024	2024
Old Mill	Q4 2022	2024	2024
Islington	2023 (EA portion)	2024	2024

Note: Four Line 3 stations – Lawrence East, Ellesmere, Midland and McCowan – will not be made accessible as these stations are planned to be closed in 2023, temporarily replaced by an accessible express bus service, and ultimately replaced by the provincially delivered extension of Line 2, the Scarborough Subway Extension.

The TTC is committed to make it easier for customers to board and alight from subway trains by retrofitting subway platforms so that they meet current TTC standards in terms of height and distance between platforms and trains. The Board has approved a strategy to retrofit subway platform edges to the greatest extent possible by adjusting the elevation of platform edges and installing rubber gap fillers, where practical. To date, work has taken place at: St George, Eglinton, St Clair, Finch, Queen, Dundas, York Mills, Sheppard West and Union stations. It is expected that work will take place on up to an additional 10 platforms in 2022, and more platform edges in future years as funding becomes available.

In 2020-21, the TTC completed a prioritization study for Phase IV of the Easier Access Program (EA4), based on the advice of ACAT. The initial EA4 study evaluated the priorities for providing additional accessible paths, including secondary elevators, new accessible entrances, and/or other accessibility features at key subway stations.

Currently, four subway stations already have a secondary accessible path, while the future Line 5 and planned subway modernization and expansion projects will provide more. Based on the results of the EA4 Prioritization Study, an EA4 Feasibility Study is now underway to review the top 10 stations for additional elevators. Building on the data and analysis from the initial EA4 Prioritization Study, the Feasibility Study is looking at high-level constructability, property, utility and community issues and prepare order-of-magnitude estimates to help the TTC determine how to proceed.

### 2.1.2. New Station Entrances

Status	2019-2023 Multi-Year Accessibility Plan Objective	Year
Ongoing	Work with property developers to create new accessible entrances to stations, where opportunities arise.	N/A

**Status update:** The TTC continues to work with property developers adjacent to numerous subway stations, including: Bay, St Patrick, York Mills, Sheppard-Yonge, King, College, Spadina, Dufferin, Leslie, Eglinton and Islington, 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, the TTC has also revised its Entrance Connection Policy requirements to ensure that all new, future, third-party entrances connecting to TTC subway stations will be accessible and will best meet the needs of TTC customers.

### 2.1.3. Elevator and Escalator Reliability

Status	2019-2023 Multi-Year Accessibility Plan Objective	Year
In progress	Replace seven escalators to improve reliability.	2023
In progress	Implement escalator and elevator real-time monitoring system.	2023

**Status update:** The TTC plans to replace four escalators at Yorkdale and King stations to improve reliability and reduce unplanned outages for our customers who rely on these devices. Completion of replacement of two escalators at Spadina and one escalator at Broadview was deferred beyond 2023 due to longer-than-expected duration to finalize the design and procurement process. The TTC also continues to overhaul approximately five-to-seven escalators per year to maintain reliable service for our customers. Development also continues on an escalator and elevator real-time monitoring system.

## 2.2. Vehicles

Work is well underway to enhance the TTC’s vehicles and related infrastructure to improve accessibility.

### 2.2.1. Low-Floor Streetcars

Status	2019-2023 Multi-Year Accessibility Plan Objective	Year
In progress	Complete the program to install new curb ramps or modified platforms, as required, at nearly all streetcar stops.	2022

**Status update:** In 2022, the 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. This is dependent on work being delivered by the City of Toronto. A small number of streetcar stops will remain non-accessible at the present time as work to provide curb ramps or widened platforms will require significant structural roadway changes (e.g. stops on bridges).

### 2.2.2. Conventional Buses

Status	2019-2023 Multi-Year Accessibility Plan Objective	Year
In progress	Complete an accessibility audit of transit stops.	2022
In progress	Upgrade more than 900 bus stops to improve accessibility.	2023
Ongoing	Continue to work with ACAT and bus manufacturers to refine bus designs to maximize accessibility.	N/A

**Status update:** In 2021, 150 bus stop waiting areas were made accessible and/or upgraded to provide better amenities for our customers. The TTC currently has plans to upgrade 53 stops in 2022 for accessibility, and over 1,000 more bus stops are under review to determine if they require upgrades. An additional 131 stops have been or will be upgraded by the City as part of separate road construction projects or by developers adjacent to transit stops. Approximately 241 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 2022, the 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. It is expected that approximately 800 additional stops may be identified as requiring accessibility upgrades as part of this initiative.

The TTC will continue to consult with ACAT to refine bus designs. In 2020, the TTC consulted with ACAT on the TTC's trial of three types of battery-electric buses in order to ensure that the accessibility features on these buses met best practices, and this year ACAT members will be consulted on new wheelchair securement technologies.

### 2.2.3. Innovative Transit Vehicle Services

Status	2019-2023 Multi-Year Accessibility Plan Objective	Year
Completed	Trial an on-demand automated shuttle.	2021
Completed	Expand the Community Bus Program, if the pilot project is successful.	2021

Status	2019-2023 Multi-Year Accessibility Plan Objective	Year
In progress	Mobility as a Service (MaaS) and Microtransit concepts will be accessible if these proceed at the TTC.	2023

**Status update:** As part of the TTC’s 5-Year Service Plan & 10-Year Outlook, the 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 was implemented in Q3 2021. Future Community Bus improvements will be evaluated only after the above Wheel-Trans initiatives are fully in place.

The TTC partnered with the City of Toronto and Metrolinx to trial a first-mile/last-mile transit service using an automated shuttle vehicle in mixed traffic. The on-road portion of the West Rouge Automated Shuttle Trial (AV Shuttle) has concluded early, without operating in service to the public. Despite not offering service to the public, the project partners tested the automated shuttle service for two months in the fall of 2021 and gathered valuable data as well as experience about how automated vehicle technologies operate; their different requirements when compared to conventional transit vehicles; the current limitations of the technology; and the range of solutions available in the market. While this vehicle met accessibility requirements we learned that some design elements could be changed to improve accessibility, and that just like all our other vehicles, accessibility needs to be considered at the vehicle design phase. In collaboration with project partners, a final report will be prepared for Transport Canada in spring 2022 with lessons learned.

Included in the TTC’s 5-Year Service Plan & 10-Year Outlook are studies of Mobility as a Service (MaaS) and microtransit. MaaS is a concept that is expected to provide more travel options for customers by bringing together all of the transportation options within a community in a single integrated digital platform. Microtransit is a concept that provides on-demand first-mile/last-mile service (typically using smaller vehicles) in areas of the city with limited travel options.

In 2021, microtransit pictograms and/or information was added to the planning principles of our Signage and Wayfinding Standards. However, due to the pandemic, physical improvements to improve traffic flow at Don Mills Station’s passenger pick-up and drop-off area were deferred. Therefore, in 2022, the TTC will monitor customer travel patterns and reassess the recommendations made in the 2021 ASP. The TTC will also determine the feasibility of microtransit to increase ridership and decrease greenhouse gas emissions.

In 2021, we advanced work to establish a MaaS working group with partners at the City. In 2022, we will continue to research customer trip-making habits in our city and region, as well as advances in MaaS technology. We will also convene and collaborate with the MaaS working group to develop the next steps on a MaaS Strategy.

## 2.3. 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, such as a self-booking website; Family of Services Trip Planning; Interactive Voice Response (IVR) Upgrade and a mobile app; and continued expansion of Family of Services.

### 2.3.1. Easier Trip Booking

Status	2019-2023 Multi-Year Accessibility Plan Objective	Year
In progress	Improve technologies, such as a mobile app that gives customers more trip booking options.	2022

**Status update:** Wheel-Trans upgraded the self-booking website in 2021 and plans to introduce a new mobile phone app in 2022 in order to provide customers with more flexible options for booking a trip. Testing of the mobile app is currently underway with our pilot group of users (including ACAT members) and we expect to expand to even more customers in 2022.

### 2.3.2. Service Integration

Status	2019-2023 Multi-Year Accessibility Plan Objective	Year
In progress	Expand Family of Services multi-modal trip options by four bus routes per year.	2023
In progress	Incorporate streetcar routes into Family of Services.	2023

**Status update:** As the conventional system becomes more accessible, it will become possible for many Wheel-Trans customers with conditional eligibility to transition some, all or parts of their trips to the conventional transit system through the Family of Services program, when none of their conditions are present.

We have finished identifying more than 500 key customer transfer stops along 67 frequent service bus and streetcar routes across the city; the vast majority of which will be in operation by the end of Q3 2022. This will result in a reduction of the average travel distance on Wheel-Trans. We will continue to strategically select conventional bus and streetcar routes, selecting specific transfer stops for customer pick-up and drop-off.

Due to the COVID-19 pandemic, mandatory Conditional Trip Matching that was planned to launch in 2020 has been delayed until Q3 2022.

## 2.4. Customer Experience Initiatives

### 2.4.1. Equity

Status	2019-2023 Multi-Year Accessibility Plan Objective	Year
In progress	Launch the second and third phases of the Fair Pass Discount Program, as funding permits.	2023
Ongoing	Continue to hold an annual Public Forum on Accessible Transit.	N/A

**Status update:**

Phase 2 of the Fair Pass Transit 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 expanded Phase 2 eligibility to residents receiving rent-geared-to-income subsidies in March 2022. Phase 3, which will further expand eligibility to include Toronto residents with an income below the Low-Income Measure plus 15% threshold is planned for 2023, as funding and administrative solutions permit.

The 14th annual TTC Public Forum on Accessible Transit was held virtually for the second year in October 2021. It provided an opportunity for TTC Board members, senior staff and ACAT members to hear directly from customers with disabilities about their accessibility priorities, questions, feedback commendations, and requests for change in order to inform TTC accessibility improvement initiatives. Approximately 200 people watched the event live, submitted a question online or called in to listen or ask a question. The video is archived on the TTC’s YouTube Channel, which has had more than 200 views as of April 2022. A summary of the event and TTC responses to customer comments have been made available in the [Accessibility section of the TTC website](#) and action has been taken to resolve specific concerns raised where possible.

**2.4.2. Communications and Awareness**

<b>Status</b>	<b>2019-2023 Multi-Year Accessibility Plan Objective</b>	<b>Year</b>
Completed	Launch the new accessible TTC website.	2021
Ongoing	Continue to develop new, and promote ongoing, Priority Seating and customer courtesy campaigns.	N/A

**Status update:** The TTC’s new website went live in October 2021. The new website strives to meet (and will continue to do so) the compliance requirements under the Web Content Accessibility Guidelines (WCAG) 2.0.

The TTC continues to promote Priority Seating and customer courtesy on an ongoing basis and rolled out a new accessibility campaign in early 2022 in collaboration with the Ontario Public Transit Association (OPTA) to support these efforts.

**2.4.3. Wayfinding**

<b>Status</b>	<b>2019-2023 Multi-Year Accessibility Plan Objective</b>	<b>Year</b>
In progress	Continue to research effectiveness of beacon wayfinding system-wide.	2023

**Status update:** The TTC continues to work with the CNIB to evaluate the effectiveness of the current beacon wayfinding pilot project at St Clair Station. Next steps in keeping with doing everything possible to make the system accessible for all customers, we will research improvements within the Wayfinding Implementation Strategy, which is the subject of a separate report to the Board. We will look at the feasibility of advancing this technology across the entire system.

#### 2.4.4. Customer Service

Status	2019-2023 Multi-Year Accessibility Plan Objective	Year
Completed	Make TTC's Lost Articles facility accessible.	2021

**Status update:** Construction was completed in 2021 to make the Lost Articles facility accessible as part of the Bay Station Easier Access project.

#### 2.4.5. Complete PRESTO Implementation and Transition

Status	2019-2023 Multi-Year Accessibility Plan Objective	Year
In progress	Provide PRESTO solution for support persons.	TBD
Ongoing	Ensure PRESTO satisfies accessibility standards.	N/A

**Status update:** A solution for Support Person Assistance Cards continues to be explored with PRESTO and will be reported on in future reports. 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.

#### 2.4.6. Make Taking Public Transit Seamless

Status	2019-2023 Multi-Year Accessibility Plan Objective	Year
In progress	Add real-time visual emergency/delay announcements on subway trains.	TBD
In progress	Install curb ramps for Wheel-Trans at subway station bus terminals.	TBD
In progress	System-wide signage and wayfinding upgrades.	TBD

**Status update:** The TTC continues to investigate requirements to improve the real-time information available on subway trains. Requirements have now been added to the TTC's subway train specifications to ensure that real-time information can be provided on the next generation of subway trains.

Curb ramps for use by Wheel-Trans vehicles have been added to the TTC's design standards and the TTC is installing these ramps as part of the ongoing Easier Access construction projects throughout the subway system. In 2021, curb ramps were installed at Keele and Yorkdale stations as part of Easier Access work.

The TTC also continues to update signage and wayfinding to improve accessibility and will continue this work through the TTC Wayfinding Implementation Strategy, which was approved in outline by the Board at the May 2020 meeting. Further details will be included in a future Wayfinding Implementation Strategy update Board report.

### 3. New Initiatives

The TTC continues to innovate and develop new accessibility improvement initiatives beyond those originally included in the Accessibility Plan.

### **York Mills Tactile Wayfinding Pilot Project**

The TTC is trialling a holistic set of accessibility improvements at York Mills Station, which are intended to improve access for customers with vision loss and customers with limited mobility. These improvements include: tactile wayfinding paths to each of the nine bus bays; stop poles with tactile route information modules; new bus bay numbers; and floor decals indicating “first on, last off” accessible waiting areas. Feedback will be sought from stakeholders in 2022, including ACAT, CNIB and customers of varying abilities, and the results will be used to inform updates to the TTC’s Design Standards.

### **Real-Time Information Displays on Buses**

New TTC buses are now equipped with digital screen technology that provides an enhanced customer experience. In addition to stop announcements, these screens have the capability to display vital real-time customer service information, such as service disruptions on subway lines and time predictions for upcoming stops.

### **Updating TTC Design Standards**

All TTC construction projects are built in compliance with a set of transit-specific, best practice TTC Design Standards. Accessibility criteria are embedded throughout these standards in order to go beyond the minimum requirements of the Ontario Building Code. In 2021-22, the TTC is revising these standards to ensure that they remain up to date with current universal design and inclusion best practices.

### **Contactless elevator controls**

The TTC is planning to implement a pilot project to evaluate the benefits of contactless elevator controls at five elevators at Kipling and Union stations. This feature will provide customers with the option to call and select floors on these elevators from an app on their smartphone. More information on this initiative will be made available in the second half of 2022.

### **MagnusCards**

The TTC partnered with Magnusmode for a new digital initiative that will make taking transit in Toronto easier for neurodiverse communities. MagnusCards by Magnusmode is a digital life skills app with guides to help autistic and neurodiverse persons perform everyday activities. Through our partnership, Magnusmode developed five TTC MagnusCards decks that focus on how to enter a station, board and exit a bus, streetcar or subway, pay a transit fare, plan a transit trip and navigate the TTC website. The app uses visual cues, step-by-step instructions and optional audio to guide users through activities and tasks that may be unfamiliar to them. Feedback is currently being gathered on the effectiveness of this initiative.

## **4. Ongoing AODA Accessibility Standards Compliance**

The TTC is committed to meeting the provincially legislated AODA accessibility requirements as set out in the Integrated Accessibility Standards Regulation (IASR). The TTC is compliant with all IASR requirements currently in effect.



## 5. Next Steps

In 2023, the TTC will commence work on our next Multi-Year Accessibility Plan for the five-year period from 2024 through 2028. Customer and stakeholder consultation activities are planned for 2023 to help inform the direction that the TTC's accessibility planning initiatives will take in the coming years.


### Contact

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### Signature

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