



2023 Accessibility Plan Status Update

Date: July 12, 2023

To: TTC Board

From: Chief Strategy and Customer Experience Officer

Summary

This report describes the TTC's progress toward 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 for customers by 2023. To date, 28 of these objectives have been completed; 12 are in progress; and seven are ongoing, comprising regular review, planning, and design activities and are not intended to have a set end date.

Significant Accessibility Plan accomplishments have been realized from the inception of the Plan in 2019 through to 2022, and to date include:

- ✓ Operating all streetcar routes with accessible, low-floor vehicles;
- ✓ Upgrading 11 subway stations with elevators, power-operated doors, and modern wayfinding signage: Royal York, Wellesley, Chester, Dupont, Runnymede, Wilson, Bay, Keele, Sherbourne, Yorkdale and Lansdowne;
- ✓ Beginning Easier Access construction at 15 additional stations: Donlands, College, Summerhill, Rosedale, Castle Frank, Glencairn, Greenwood, Lawrence, High Park, Warden, Spadina, Museum, Christie, King and Islington;
- ✓ Installing upgraded platform edge tiles to reduce the gap between subway trains and platforms at 20 station platforms;
- ✓ Revised station entrance connection policy requirements to ensure that new third-party entrances best meet the needs of TTC customers through the inclusion of additional accessibility features;
- ✓ Upgrading streetcar stops for accessibility;
- ✓ Launching the new accessible TTC website;
- ✓ Piloting new tactile wayfinding and signage features;
- ✓ Opening all 16 planned Wheel-Trans Access Hubs across the city; and,
- ✓ Completing an accessibility audit of all TTC bus and streetcar stops.

Major planned accessibility initiatives that are planned to be implemented by the end of 2023 include:

- Completing Easier Access accessibility upgrades at one additional subway station (Donlands);
- Continuing tactile platform edge tile upgrades at up to 17 additional subway platforms; and,
- Launching the new Wheel-Trans mobile app.

Ensuring that all TTC services and facilities remain accessible for its customers has been a top priority for the TTC, - even through the added barriers experienced during the COVID-19 pandemic. The TTC is designing all new policies, procedures, communications, and service plans with an accessibility lens. Due to the pandemic, timelines for the completion of certain Accessibility Plan objectives have shifted. However, the TTC remains strongly committed to implementing the remaining objectives of the Plan and continues to work towards its goals.

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

It is recommended that the TTC Board:

1. Receive this report for information.

Financial Summary

Adoption of the recommendations in this report does not result in any incremental capital funding implications beyond what has been approved in the TTC's 2023-2032 Capital Budget and Plan approved by the TTC Board on January 9, 2023 and City Council on February 15, 2023.

The TTC continues to work to provide a barrier-free transit system in support of the AODA's goal of an accessible Ontario. Life-to-date costs to the end of 2022 for several projects in support of this goal, summarized in Table 1, total \$817.74 million. To continue work on these projects and achieve a modern, inclusive, and accessible transit system for all, funding of \$839.19 million has been approved in the TTC's 2023-2032 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 TTC 2023-2032 Capital Budget and Plan

Project Name	Description	Life to Date Costs	2023-2032 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.	\$540.82	\$582.91	\$1,123.73
Easier Access Phase IV Study	Study to evaluate and provide recommendations regarding long-term need for redundant elevators at key subway stations.	\$0.49	\$0.31	\$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, accessible service for customers.	\$21.14	\$52.34	\$73.48
Escalator Replacement	Complete replacement of escalators in the subway system that have exceeded their useful operating life.	\$15.76	\$38.62	\$54.38
Escalator Overhaul	Replacement of escalator components to return escalators to as-new condition.	\$94.96	\$63.04	\$158.00
Platform Edge Tile Replacement	End-of-life replacement of subway tactile platform edge tiles, including accessibility improvements to reduce horizontal and vertical gaps.	\$2.83	\$12.69	\$15.52
Station Tactile Wayfinding Upgrade	Upgrade centre platform wayfinding tiles to International Standards Association (ISO) standards and add tactile attention indicator tiles at the top of stairs in stations.	\$0.55	\$3.53	\$4.08
Bus Stop Accessibility Improvements	Construction/installation of new accessible concrete pads at bus stops.	\$12.99	\$16.95	\$29.94
Streetcar Stop Accessibility Improvements	Modification of existing streetcar platforms and installation of new curb ramps at streetcar stops to accommodate accessible streetcar ramp deployment.	\$52.03	\$2.90	\$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.	\$32.64	\$17.16	\$49.80
Purchase of Wheel-Trans Buses	Acquiring new buses to replace the existing "Friendly" bus fleet.	\$43.53	\$48.74	\$92.27
Total		\$817.74	\$839.19	\$1,656.93

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

Equity/Accessibility Matters

Accessibility is a human right that must be protected and the TTC is committed to making its services and facilities accessible for all customers by removing barriers and modernizing its public spaces. 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 47¹ specific initiatives that the TTC is working toward completing to achieve a modern, inclusive, and accessible transit system for all. The TTC's commitment to providing accessible transit is also a core value of its current Corporate Plan.

The TTC develops, reviews, and updates its accessibility initiatives by completing thorough consultations with the diverse communities it serves, including people with disabilities and seniors. In particular, by consulting throughout the year with members of the Advisory Committee on Accessible Transit (ACAT). ACAT's recommendations have resulted in a significant number of improvements to 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.

In 2022, the TTC held its 15th annual Public Forum on Accessible Transit. The ideas and suggestions presented by individuals who participated in the Public Forum continue to significantly influence the TTC's planned accessibility initiatives, as described further in section 2.4.1 below.

Decision History

This report provides the fourth 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.

¹ 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.

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.

The [2022 Accessibility Plan Status Update](#) report was approved by the Board at its June 23, 2022 meeting.

Issue Background

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.

Comments

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 in the areas of Stations, Vehicles, Wheel-Trans and Customer Experience.

Of these 47 objectives:

- 28 have been completed to date;
- 12 are in progress; and
- Seven have ongoing activities, with no set end date.

The status of each of the objectives is described below:

1. Previously Completed Items

25 objectives outlined in the Accessibility Plan were previously completed as described in the [2020](#), [2021](#) and [2022](#) Accessibility Plan Status Reports:

Area	Completed 2019-2023 Multi-Year Accessibility Plan Objectives	Year
Stations & Facilities	Complete Easier Access accessibility retrofit work at Royal York Station.	2019
Stations & Facilities	Begin Easier Access construction at four additional stations in 2019.	2019
Stations & Facilities	Begin to retrofit subway platforms to mitigate the platform gap issue at affected stations.	2019
Stations & Facilities	Study additional seating requirements at strategic locations in subway stations.	2019

Area	Completed 2019-2023 Multi-Year Accessibility Plan Objectives	Year
Vehicles	Retire all legacy (high-floor) streetcars from regular service.	2019
Vehicles	Complete the VISION system rollout on buses.	2019
Vehicles	Complete subway train pre-boarding announcements deployment.	2019
Vehicles	Complete Line 3 train retrofits as an interim measure until the Scarborough Subway Extension opens.	2019
Customer Experience	Trial tactile signs at transit stops.	2019
Customer Experience	Launch a new Streetcar Operator refresher training course, with the assistance of ACAT members.	2019
Stations & Facilities	Begin a study for Phase IV of the Easier Access Program.	2020
Stations & Facilities	Begin to upgrade centre platform tactile wayfinding paths at subway stations.	2020
Stations & Facilities	Overhaul four elevators to improve reliability.	2020
Vehicles	Complete delivery of the order of 204 low-floor, accessible streetcars.	2020
Wheel-Trans	Continue to improve the Wheel-Trans phone trip booking experience.	2020
Wheel-Trans	All 16 Access Hubs in service.	2020
Customer Experience	Rollout PRESTO payment for Wheel-Trans contracted sedan taxis.	2020
Customer Experience	Prototype new tactile signs at public washrooms.	2020
Customer Experience	Trial a new equity-focused consultation process for major transit service changes.	2020
Customer Experience	Trial new equity-based performance measures for transit service.	2020
Customer Experience	Relocate the TTC's photo ID facility to an accessible location.	2020
Vehicles	Trial an on-demand automated shuttle.	2021
Vehicles	Expand the Community Bus Program, if the pilot project is successful.	2021
Customer Experience	Launch the new accessible TTC website.	2021
Customer Experience	Make the TTC's Lost Articles facility accessible.	2021

Three additional objectives have been completed since the previous Status Report 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 for customers.

2.1.1. Elevators and Barrier-Free Paths

Status	2019-2023 Multi-Year Accessibility Plan Objective	Year
In progress	Begin construction at all remaining non-accessible stations.	2023
In progress	Complete Easier Access construction at 20 additional stations between 2020 and 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; Keele, Sherbourne and Yorkdale stations in 2021; and Lansdowne Station in 2022. Construction is ongoing at 15 stations: Donlands, College, Greenwood, Castle Frank, Christie, Summerhill, Lawrence, Glencairn, Museum, High Park, Spadina, Warden, Rosedale, King and Islington.

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 11 additional stations between 2020 and the end of 2023.

A comprehensive update to Easier Access status and outlook will be provided in the Easier Access Phase III Project Status Report, currently expected to be reported to the Board in September 2023.

Installing elevators in every subway station will enable the TTC to meet AODA requirements. However, TTC’s strategy will then focus on maintaining elevators in a state of good repair to provide safe and reliable service to its customers. Service levels cannot be maintained through regular maintenance for 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 that will have reached the end of their designed life annually, however, funding for the Elevator Overhaul Program currently ends in 2025. Additional funding will need to be secured in future capital budget processes in order to continue the Elevator Overhaul Program and maintain accessible service for customers.

The TTC is committed to making it easier for customers to board and alight from trains by retrofitting subway platforms so that they meet current TTC standards regarding the 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 the following stations: St George, Eglinton, St Clair, Finch, Queen, Dundas, York Mills, Sheppard West, Union, St Patrick, Bloor-Yonge, Wilson and King. It is expected that work will take place on up to an additional 17 platforms in 2023. All field verifications have now been completed system-wide to determine which subway platforms would benefit from retrofit work.

In 2020-2021, 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 has been completed to review the top 10 stations for additional elevators to make it easier for customers to access the subway system. Building on the data and analysis from the initial EA4 Prioritization Study, the Feasibility Study reviewed high-level constructability, property, utility and community issues and prepared order-of-magnitude estimates to help the TTC determine how to proceed. Based on the Feasibility Study, TTC will now prepare a business case for consideration in a future Capital Investment Plan.

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, to provide new third-party accessible entrances and elevators from street level to subway concourse level. Those stations include: Bay, St Patrick, York Mills, Sheppard-Yonge, King, College, Spadina, Dufferin, Leslie, Eglinton, Islington, Osgoode and Dundas. As requested by the Board and ACAT in 2019, the TTC 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. The [revised Policy](#) was approved by the Board in February 2021.

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 now plans to replace four escalators at Yorkdale and King stations to improve reliability and reduce unplanned outages for its customers who rely on these devices. Completion of the replacement of two escalators at Spadina and one escalator at Broadview was deferred from the original 2023 target due to the longer-than-expected duration to finalize the design and procurement process. Replacement of these three escalators is now expected to start in 2023 and is anticipated to be completed in 2025. The TTC also continues to overhaul approximately five-to-seven escalators per year to maintain reliable service for our customers.

The stations interface for the Real-Time Monitoring System (RTMS) for Escalator and Elevator status was completed in Q4 2022 and will be commissioned in 2023 starting with a soft launch in the Downtown Zone. Ultimately, RTMS will minimize escalator and

elevator downtime and allow stations staff to respond to emergencies in an efficient manner to improve customer service.

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
Completed	Complete the program to install new curb ramps or modified platforms, as required, at nearly all streetcar stops.	2023

Status update: In 2023, the TTC completed its current project to modify existing streetcar platforms and install new curb ramps at streetcar stops, including work to retrofit platforms on Roncesvalles Avenue. A small number of streetcar stops will remain as-is at the present time as work to provide curb ramps or widened platforms will require significant structural roadway changes (i.e. stops on bridges).

2.2.2. Conventional Buses

Status	2019-2023 Multi-Year Accessibility Plan Objective	Year
Completed	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 2022, staff completed design work for 555 transit stops. These stops are planned for construction within the next few years. The construction that took place in 2022 focused on completing remaining deficiency work. A total of 30 stops were pushed to 2023 due to construction delays and the construction for these stops are now in their final stages. There were 234 stop locations that were addressed in City road resurfacing and reconstruction projects, with 96 of these stops previously inaccessible.

In 2022, Family of Services stops were expanded, with the recent wave bringing the total number of Family of Services stops to 508 across the city. The TTC also completed an audit of 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 forecasted that more than 1,300 additional stops will require 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. In 2022, the TTC conducted focus groups with ACAT and members of the public to gain insight on various bus seating and accessibility features that could potentially be included in future procurements.

2.2.3. Innovative Transit Vehicle Services

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.	TBD

Status update: The TTC’s 5-Year Service Plan and 10-Year Outlook identified studies to explore Mobility as a Service (MaaS) and Microtransit opportunities. MaaS is a concept that is expected to provide more travel options for customers by bringing together all transportation options within a community into 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 2022, TTC staff worked with City and Metrolinx staff to complete a report for Transport Canada on the lessons learned from the Autonomous Vehicle Shuttle Trial. In 2023, Microtransit opportunities will be reassessed given the change in travel patterns and include any updated opportunities in the new 5-Year Service Plan (2024-2028) and 10-Year Outlook currently under development.

In 2022, the TTC continued to research and participate in MaaS workshops, and in 2023, will continue researching and developing a plan for when open/account-based payments are in place. This will provide more MaaS opportunities. This plan will be incorporated into the new 5-Year Service Plan (2024-2028) and 10-Year Outlook currently under development.

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 the 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.	2023

Status update: Wheel-Trans upgraded the Self-Booking Website in 2021 and plans to introduce a new mobile phone app in 2023 in order to provide customers with more flexible options for booking a trip. Testing of the mobile app is ongoing with an expanded pilot group of users (including ACAT members).

2.3.2. Service Integration

Status	2019-2023 Multi-Year Accessibility Plan Objective	Year
In progress	Expand Family of Services multi-modal trip options with additional stops and routes.	2023
Completed	Incorporate all streetcar routes into Family of Services.	2023

Status update: With the current state of accessibility at the TTC, it is possible for many Wheel-Trans customers with conditional eligibility to transition some, all or parts of their trips to the accessible conventional transit system, however, they may also qualify for door-to-door service under specific circumstances (e.g., inclement weather, travelling to an inaccessible location, etc.). A survey on customer travel patterns that was completed in 2022 confirmed that 28% of customers travel regularly on the TTC’s accessible conventional system, up considerably from 2020. To further assess customer travel patterns for fully diverted trips, Wheel-Trans staff will be conducting another survey in summer 2023.

Wheel-Trans currently provides customers with connections for transfers to more than 5,000 key bus, streetcar and subway station stops. When mandatory Family of Services, referred to as Conditional Trip Matching (CTM) is implemented this will result in a reduction of the average travel distance on Wheel-Trans services. The TTC will continue to strategically select additional conventional bus and streetcar routes and stops as it continues the expansion of Family of Services.

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 1 of the Fair Pass Transit Discount Program was launched by the City of Toronto in 2018 and eligibility included Toronto residents aged 20-64 years receiving Ontario Works and Ontario Disability Support Program assistance. Phase 2 of the program, launched in September 2019, expanded eligibility to include residents aged 20-64 years receiving Toronto Children’s Services child care fee subsidies who have family incomes below the Low-Income Measure After Tax, plus 15% (LIM-AT+15%) threshold. In March 2022, the City of Toronto expanded Phase 2 eligibility to residents receiving Rent-Geared-to-Income subsidies.

The program has seen an increase in program uptake, in part due to successful collaborations with the TTC to advertise the program to Wheel-Trans users and with Ontario Disability Support Program (ODSP) offices in Toronto to reach ODSP clients. Phase 3 of the Fair Pass Transit Discount Program is designed to expand eligibility to all residents aged 20-64 with a family income below LIM-AT+15%. Phase 3A, which will expand eligibility to approximately 50,000 more Toronto residents, with a family income below 75% of LIM-AT, was approved by Toronto City Council in the 2023 Budget and is expected to launch in mid-2023. In future years, as funding permits, Phase 3 income eligibility will expand to the LIM-AT+15% income threshold.

The 15th annual TTC Public Forum on Accessible Transit was held virtually for the third year in September 2022. 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 150 people watched the event live, submitted a question online or called in to listen or ask a question. A summary of the event and TTC responses to customer comments are available in the [Accessibility section of the TTC website](#) and action has been taken to resolve specific concerns raised, wherever possible. Planning is now underway for the 16th annual event, to be held in fall 2023, and which is planned to be held in a hybrid in-person/virtual format. Further details will be made available later in 2023.

2.4.2. Communications and Awareness

Status	2019-2023 Multi-Year Accessibility Plan Objective	Year
Ongoing	Continue to develop new, and promote ongoing, Priority Seating and customer courtesy campaigns.	N/A

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

2.4.3. Wayfinding

Status	2019-2023 Multi-Year Accessibility Plan Objective	Year
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, the TTC will research improvements as part of the Wayfinding Implementation Strategy, which will be the subject of a separate report to the Board. Staff will look at the feasibility of advancing digital wayfinding technology across the entire system.

2.4.4. 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.

2.4.5. 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
Ongoing	Install curb ramps for Wheel-Trans at subway station bus terminals.	N/A
Ongoing	System-wide signage and wayfinding upgrades.	N/A

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, and is taking advantage of other opportunities, including bus terminal repaving contracts when possible. They will also be considered as part of the Easier Access Phase IV studies. 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 endorsed by the Board at the May 2020 meeting. Further details will be included in a future Wayfinding Implementation Strategy Board report.

3. New Initiatives

The TTC continues to innovate and develop new accessibility improvement initiatives beyond those originally included in the Accessibility Plan. Ideas are generated through customer input and requests, ACAT advice and recommendations, the annual Public Forum on Accessible Transit, and staff review of international accessibility best practices. Successful pilot projects will be reviewed for inclusion in the next Multi-Year Accessibility Plan for wider rollouts.

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. The TTC has revised these standards to ensure that they remain up to date with current universal design; and the inclusion of best practices in order to improve accessibility for all customers going forward.

York Mills Tactile Wayfinding Pilot Project

The TTC is piloting 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. A review is currently underway of feedback received from stakeholders, including ACAT, CNIB, and customers of varying abilities, and the results will be used to inform updates to the TTC 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.

Contactless Elevator Controls

In 2023, the TTC implemented a pilot project to evaluate the benefits of contactless elevator controls at five stations: Kipling, Kennedy, Finch, Union and Vaughan Metropolitan Centre. This feature provides customers with the option to call and select floors on these elevators from an app on their smartphone. Existing physical elevator buttons will always remain available. More information is available on the TTC website and on signs in the stations listed above. The TTC will evaluate feedback received to determine if contactless features should be included in TTC design standards.

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 this 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 appear 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 IASR. The TTC is compliant with all IASR requirements currently in effect; however, efforts are underway to make further improvements to certain accessibility features of the TTC, such as pre-boarding announcements on buses, in response to recommendations from ACAT.

5. Next Steps

The TTC has commenced work on our next Multi-Year Accessibility Plan (MYAP) for the five-year period from 2024 through 2028. Customer and stakeholder consultation activities are planned for later this year to help inform the direction that the TTC's accessibility planning initiatives will take in the coming years. The next MYAP is expected to be brought to the Board for approval in 2024.

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