



2024-2028 TTC 5-Year Accessibility Plan and Wheel-Trans Transformation Program Update

Date: December 3, 2024
To: TTC Board
From: Chief Strategy and Customer Experience Officer
Chief Transportation and Vehicles Officer

Summary

The TTC is committed to making Toronto's transit system accessible. Following up on the *2019-2023 TTC Multi-Year Accessibility Plan*, the new *2024-2028 TTC 5-Year Accessibility Plan* supports the TTC's Corporate Plan and will guide system-wide accessibility improvements over the next five years, benefitting millions of TTC customers annually.

The previous *2019-2023 Accessibility Plan* contained 47 objectives to improve and expand the TTC's accessible transit services. Of these:

- ✓ 35 objectives were successfully completed between 2019 and 2023;
- Work to complete five objectives is in progress and will be carried forward into the new *Accessibility Plan*; and
- Seven objectives are ongoing, with no set end date.

In addition, the TTC also embarked in 2017 on a 10-Year Wheel-Trans Transformation Program (WTTP). The WTTP is in its eighth year. In total, this program has nine initiatives, of which six have been completed. Details of the WTTP have been reported in previous standalone Board reports, and the program's progress is also provided in the Financial and Major Capital Program Update report that is submitted quarterly to the Board. With more than 90% of the WTTP now completed, and efforts to consolidate all accessibility-related initiatives, this report also provides a status update of the WTTP and outstanding items remaining.

Please refer to the Comments section of this report for a summary of the TTC's accessibility achievements over the past several years, and planned initiatives for 2024-2028.

Together, the ongoing and future proposed initiatives described in the Accessibility Plan will help the TTC achieve its mission to serve the needs of transit riders by providing safe, reliable, efficient, and accessible mass public transit services through a seamlessly integrated network that creates access to opportunity for everyone.

Recommendations

It is recommended that the TTC Board:

1. Receive the Wheel-Trans Transformation Program Update in Attachment 1 for information and forward a copy of this report to City Councillors; and
2. Approve the *2024-2028 TTC 5-Year Accessibility Plan* in Attachment 2 of this report.

Financial Summary

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. To advance this important goal, the TTC has committed to investing more than \$1.7 billion for several major projects, with approximately \$972 million spent to date, and planned spending of \$759 million (in total) that is included in the TTC's approved *2024-2033 Capital Budget and Plan*. These projects, described in Table 1 below, will improve the accessibility of TTC facilities and vehicles for all customers:

Table 1: Total Investment in Accessibility Projects

Project Name	Description	Life to Date Costs (millions)	2024-2033 Capital Plan (millions)	Total Approved Cost (millions)
Easier Access Phase III	Accessibility retrofits at subway stations, including elevators and associated architectural, structural, mechanical, and electrical modifications.	\$655.97	\$513.85	\$1,169.82
Easier Access Phase IV Study	Study to evaluate and provide recommendations regarding long-term need for redundant elevators at key subway stations.	\$0.55	\$0.25	\$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.	\$22.27	\$54.34	\$76.61
Escalator Replacement	Complete replacement of escalators in the subway system that have exceeded their useful operating life.	\$18.16	\$44.46	\$62.62
Escalator Overhaul	Replacement of escalator components to return escalators to as-new condition.	\$103.73	\$61.78	\$165.50

Project Name	Description	Life to Date Costs (millions)	2024-2033 Capital Plan (millions)	Total Approved Cost (millions)
Platform Edge Tiles Replacement	End-of-life replacement of subway platform edge tiles, including accessibility improvements to reduce horizontal and vertical gaps.	\$4.36	\$15.04	\$19.40
Station Tactile Wayfinding Upgrade	Upgrade centre platform wayfinding tiles to International Standards Association (ISO) standards and add tactile attention indicator tiles at top of stairs.	\$0.89	\$5.03	\$5.92
Bus Stop Accessibility Improvements	Construction/installation of new accessible concrete pads at bus stops.	\$15.91	\$14.03	\$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.	\$53.00	\$1.93	\$54.93
Wheel-Trans Transformation Program (WTTP)	Continued implementation of a comprehensive program to deliver aspects of the WTTP, composed of 13 wide-ranging initiatives.	\$33.92	\$15.88	\$49.80
Purchase of Wheel-Trans Buses	Acquisition of new buses to replace the existing "Friendly" bus fleet (mini 20-foot).	\$63.00	\$23.05	\$86.05
Electric Wheel-Trans Bus Purchase Pilot	Electrification of accessible Wheel-Trans buses.	\$0.00	\$8.42	\$8.42
Electric Wheel-Trans Charge Systems	Charging systems to support accessible electric Wheel-Trans buses.	\$0.19	\$1.14	\$1.32
Total		\$971.94	\$759.20	\$1,731.14

Based on feedback from customers and the Advisory Committee on Accessible Transit (ACAT), this Plan recommends developing further initiatives not currently funded or included in the TTC Operating Budget or 10-Year Capital Plan to support the realization of the *TTC 2024-2028 Corporate Plan's* strategic objectives. The TTC will develop business cases for these initiatives and include them for consideration during upcoming Capital Budget processes.

Wheel-Trans Transformation Program

The estimated total project cost for the WTTP is \$49.8 million, comprising of life-to-date costs to the end of 2023 of \$33.9 million and funding of \$15.9 million cash-flowed between 2024 and 2026, as presented in Table 2 below.

Funds for the WTPP are included in the TTC's 2024-2033 Capital Budget and Plan under Program 3.9, Buildings and Structures, as approved by the TTC Board on December 20, 2023 and by City Council on February 14, 2024.

Table 2: WTPP Actual and Budgeted Costs

LTD Actuals (millions)	2024 Budget (millions)	2025 (millions)	2026 (millions)	Total Project Cost (millions)
\$33.91	\$3.30	\$4.46	\$8.12	\$49.80

The WTPP is expected to be on budget with an estimated final cost of \$49.8 million. The WTPP formed part of the list of projects approved for the Federal Public Transportation Infrastructure Fund, with the receipt of \$9.8 million in PTIF funding from 2017 to 2020.

Based on long-term, continued growing demand for accessible transit services, the WTPP has been essential in avoiding significant operating costs, estimated at \$33.5 million in 2023 and a cumulative total of \$123.2 million. This estimate is based on Family of Services rides, which used a combination of Wheel-Trans and accessible-conventional services for a rider to reach their destination as well as an estimate of rides taken entirely on the accessible-conventional system by Wheel-Trans customers.

Finally, the Wheel-Trans Contact Centre overflow model has significantly reduced call wait times and abandoned call rates. In addition, the contract with TELUS has provided a cost savings of \$1.0 million and a cost avoidance of \$9.1 million for the TTC to date.

This report has no financial impact beyond that which was approved (in the TTC's *2024-2033 Capital Budget and Plan*) by the Board on December 20, 2023 and by City Council on February 14, 2024.

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

Equity/Accessibility Matters

The TTC is making Toronto's transit system barrier-free by implementing changes that will make its services and facilities accessible to all our customers. The TTC strongly believes that its customers should enjoy the freedom, independence, and flexibility of travel anywhere on its transit system. The TTC's commitment to providing accessible transit is also at the forefront of its *2024-2028 Corporate Plan*.

The *2024-2028 TTC 5-Year Accessibility Plan* in Attachment 2 describes the 46 specific initiatives that the TTC will undertake to achieve a modern, inclusive, and accessible transit system for everyone. There was a two-phase consultation process for the *Accessibility Plan*. During the first phase, input was gathered from customers and frontline employees on what the TTC should prioritize over the plan's five-year horizon. There were 396 responses to the online survey during the first phase, along

with approximately 900 interactions with customers at pop-up consultation events, virtual focus groups with stakeholders and customers, and a frontline employee roundtable. During the second phase, the TTC gauged the level of support for the proposed initiatives the TTC intends to focus on. There were 399 online survey responses during the second phase, which also included a virtual stakeholder consultation and another frontline employee roundtable. In addition to consulting with the public and frontline employees during both phases of consultation, ACAT members were consulted at various points during the consultation process. Additionally, the TTC's Diversity Department contributed content to the *Accessibility Plan*.

The goal of the WTPP is to help make the TTC more accessible, equitable, inclusive, and sustainable for existing and future customers. In accordance with the Integrated Accessibility Standards Regulation (IASR) under the Accessibility for Ontarians with Disabilities Act (AODA), Wheel-Trans service and eligibility criteria have been expanded to include any persons who have a disability that prevents them from consistently using conventional transit for all or part of their trip.

The FOS delivery model integrates specialized service into the TTC's broader suite of accessible-conventional transit services, providing Wheel-Trans customers greater access, flexibility, and travel options. While some customers will continue to require door-to-door Wheel-Trans service as their primary or sole means of travel, others can access a combination of services and support tools through the FOS model.

The TTC has consulted extensively with Wheel-Trans customers, members of the public, community organizations, and other stakeholders (including ACAT, the University Health Network, Ontario Human Rights Commission, the Local Health Integration Network, and the Ontario Medical Association), to ensure that the WTPP is carried out in a manner that is accessible and inclusive.

Work with regional service providers also continues for the purpose of ensuring the elimination of barriers to cross-boundary travel. A guiding principle of the IASR under the AODA is to provide equitable access to services. The TTC wants to ensure that cost-share agreements with neighbouring regional transit service providers are entered into equitably so that consistent service levels are available for all Wheel-Trans customers. Regional transit providers are committed to improving transfer locations, ensuring that they are safe, secure, and support all transfers, including FOS transfers, and that customer layover times are minimized. This has been a priority for all regional transit providers through the work being done by the Greater Toronto and Hamilton Area Specialized Transit Working Group.

Decision History

In 2012, the Auditor General performed an [Audit Work Plan](#), which included a review of Wheel-Trans operations, with the objective to assess its effectiveness and efficiency, and identify areas of improvement.

In February 2016, [the Wheel-Trans 10-Year Strategy](#) was first introduced and approved by

the TTC Board. Updates were provided to the Board regularly with the most recent [Wheel-Trans Transformation Program 2023 Update](#) report approved by the Board at its July 12, 2023 meeting.

The previous [2019-2023 TTC Multi-Year Accessibility Plan](#) was adopted in May 2019. The TTC has reported annually on the implementation status of the initiatives outlined in the 2019-2023 Plan. The most recent [2023 TTC Accessibility Plan Status Report](#) was approved by the Board at its July 12, 2023 meeting.

Issue Background

The TTC continues to progress toward making all services and facilities accessible, a mission that was started in the 1980s. This work is consistent with the AODA and IASR, which set out a timeframe to make Ontario accessible to persons with disabilities by January 1, 2025, with respect to goods, services, facilities, accommodation, employment, buildings, structures, and premises. For many years, the TTC has produced and updated plans for making its transit system accessible, including annual reports on accessibility barrier removal since 2003 and annual reports on the progress of the objectives committed to in its *2019-2023 Multi-Year TTC Accessibility Plan*.

Attachment 2 of this report, the *2024-2028 TTC 5-Year Accessibility Plan*, describes the 46 initiatives that the TTC plans to complete by the end of 2028. The initiatives will increase the number and geographic coverage of accessible transit services and facilities, satisfy AODA and IASR requirements, and improve accessibility for TTC customers. These initiatives span five areas: Vehicles, Facilities, Wheel-Trans, Customer Experience, and Employee Experience. Included in the *2024-2028 Accessibility Plan* are proposed best practice initiatives to go beyond AODA and IASR requirements and further the *2024-2028 TTC Corporate Plan*, such as system-wide signage and wayfinding upgrades and providing real-time text/visual information on subway trains. A summary of the TTC's AODA IASR compliance status is provided in Attachment 4.

Together, the ongoing and future proposed initiatives described in the *2024-2028 Accessibility Plan* will help the TTC achieve its mission to serve the needs of transit riders by providing a safe, reliable, efficient, and accessible mass public transit service through a seamless, integrated network to create access to opportunity for everyone.

This report also summarizes the current progress of the WTP. Full details are provided in Attachment 1.

Comments

The TTC's numerous accessibility achievements over the past several years, which have improved and modernized transit services for people with disabilities and seniors, include:

- Operating all streetcar routes with accessible, low-floor vehicles;
- Upgrading 14 subway stations with elevators, power-operated doors, and modern wayfinding signage;

- Starting Easier Access Program construction at 12 additional stations;
- Installing upgraded platform edge tiles to reduce the gap between subway trains and platforms at 20 station platforms;
- Revising station entrance connection policy requirements so that new third-party station entrances include additional accessibility features;
- Completing an accessibility audit of all TTC bus and streetcar stops;
- Upgrading bus and streetcar stops for accessibility, where needed;
- Piloting new tactile wayfinding and signage features at the York Mills bus terminal;
- Launching an upgraded TTC website, which includes multi-language information; and
- Embarking on a 10-Year Wheel-Trans (2017-2026) Transformation Program, which included:
 - Opening 16 Wheel-Trans Access Hubs;
 - Introducing a Family of Services (FOS) model;
 - Introducing a Travel Training Program to assist Wheel-Trans customers on how to navigate the conventional TTC network;
 - Upgrading software and the introduction of the Wheel-Trans Self-booking Website and mobile app to support door-to-door and FOS trip booking;
 - Improving the average Reservations call wait time target of two minutes, with an average wait time of one minute 46 seconds in 2023; and
 - Continuing Wheel-Trans fleet replacement, bringing the total to 243 new ProMaster vehicles in service.

Refer to Attachment 3 of this report for a summary of the TTC's accessibility achievements over the term of the *2019-2023 Accessibility Plan*. For further details on the Easier Access Program, refer to the [Easier Access Phase III – Project Status Update April 2024](#). Additionally, a complete list of WTPP initiatives can be found in Attachment 1.

Building on the success of the previous *Accessibility Plan*, the *2024-2028 TTC Accessibility Plan* contains 46 initiatives developed in consultation with ACAT to further improve and expand the accessibility and availability of TTC services and facilities over the next five years. As described in Attachment 2 of this report, major planned initiatives from 2024-2028 include:

- Completing installation of new elevators and related accessibility components at 12 subway stations to provide a barrier-free path;
- Continuing to construct new third-party accessible station entrances;
- Overhauling elevators and escalators at various stations to improve service reliability;
- Continuing to retrofit subway platforms to mitigate platform gap issues at affected stations;
- Revising and improving TTC accessible design standards;
- Working with the City of Toronto to improve accessibility at TTC bus and streetcar stops, including upgrades to more than 750 additional transit stops by 2028 to meet accessibility requirements, pending ongoing funding commitments; and
- Completing the 2017-2026 WTPP by expanding FOS service to 95 routes and 600 vehicle transfer stops by the end of 2025.

FOS travel will remain voluntary at this time. Wheel-Trans will continue to consult and review this subject for further consideration by the Board.

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Attachments

Attachment 1: Wheel-Trans Transformation Program Update

Attachment 2: 2024-2028 TTC 5-Year Accessibility Plan

Attachment 3: Status of 2019-2023 TTC Multi-Year Accessibility Plan Goals and Objectives

Attachment 4: Accessibility for Ontarians with Disabilities Act (AODA) and Integrated Accessibility Standards Regulation (IASR) – TTC Compliance Status

Attachment 1: Wheel-Trans Transformation Program Update

The Wheel-Trans Transformation Program (WTPP) was established in 2016 with the goal to implement the City of Toronto Auditor General (AG) recommendations, which included:

- Integration of Wheel-Trans customers into the accessible-conventional network;
- Improvements to the Wheel-Trans customer contact centre and overall service; and
- Need to control forecasted escalation of capital and operating costs.

Additionally, changes to Wheel-Trans service eligibility criteria were established as per the IASR under the AODA to include unconditional, temporary, and conditional eligibility categories [O. Reg. 191/11, s. 63 (1)].

The WTPP is in its eighth year of implementation and set to be completed in 2027. The program includes nine initiatives with significant progress made on schedule as shown in Figure 1. Other TTC programs include the Easier Access Program and the Green Fleet Plan. Combined, these initiatives provide financial and environmental benefits to ensure that Wheel-Trans service remains a viable and sustainable option.

Figure 1 below details nine initiatives and their milestones, forecasted end dates, and current status.

Figure 1 – WTPP Initiatives Status

No	Program / Project Name	Milestones	Forecast End Date	Status	Pre 2024	2024				2025				2026				2027			
						Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
1	Re-Registration	Re-Register Legacy Customers	Dec-25	On Schedule									X								
2	Family of Services (FOS)	Full Implementation	Dec-26	On Schedule												X					
3	Travel Training	Training Ongoing	Ongoing	Completed	2018																
4	Access Hubs	16 Access Hubs	Dec-20	Completed	Dec-20																
5	Modernization of Technology	Phase 1-4	Dec-22	Completed	Dec-22																
		Phase 5-8	Jul-27	On Schedule																X	
6	Contract Centre Review	Solution Launched	Nov-20	Completed	Nov-20																
7	Wheel-Trans Policy Updates	Initial Policies completed and review is ongoing	Dec-21	Completed	Dec-21																
8	Community Bus Enhancements	Enhancement Completed	Dec-23	Completed	Dec-23																
9	Fleet Replacements	Fleet Replaced	Jul-24	On Schedule				X													

All nine initiatives/projects that make up the WTPP address AODA and IASR requirements. This section provides a summary of each initiative and new information since the last update.

Initiative 1 – Re-Registration

Eligibility and associated processes for specialized transportation services in Ontario, including the TTC, are subject to requirements in the IASR under the AODA. As a consequence of IASR requirements as of January 1, 2017, the TTC must have three levels of eligibility for Wheel-Trans service:

Attachment 1: Wheel-Trans Transformation Program Update

1. **Unconditional service** for customers who have a disability that always prevents them from using the TTC's accessible-conventional transit services. These customers will require door-to-door Wheel-Trans service for all their trips.
2. **Conditional service** for customers who have a disability that limits their ability to consistently use the TTC's accessible-conventional transit services. These customers may be able to use accessible-conventional transit for all or part of a trip, but may also qualify for door-to-door Wheel-Trans service under specific circumstances, such as inclement weather or travelling to an inaccessible location.
3. **Temporary service** is provided to customers who have a temporary disability that prevents them from using the TTC's accessible-conventional transit services. Customers will be provided Wheel-Trans service for all or part of a trip for a defined period of time (i.e. following an injury or surgery).

Consistent with the eligibility criteria required by the IASR under the AODA as of January 1, 2017, Wheel-Trans has required customers who have been eligible for Wheel-Trans services prior to January 1, 2017 (Legacy customers), to re-register in order to determine their new eligibility status.

Information on the re-registration process has been provided to customers via Customer Service Representatives by phone or e-mail, public forums, TTC websites, newsletters and information packages. More recently, personalized letters were mailed to all customers as to why they are being asked to re-register and what supports are in place to assist them through the re-registration process.

Customers have been reassured that they will continue to have access to Wheel-Trans service after completing the re-registration process. These new eligibility categories are being assigned to all new customers moving forward.

Recent Accomplishments and Future Goals

To date, more than 14,000 Legacy customers have voluntarily re-registered, which is an increase of 6,000 Legacy customers since the last Board update. The current breakdown of eligible Wheel-Trans customers for each level of service is as follows:

- **Active customers:** 38,439
- Customers eligible for **unconditional service:** 18,685 (49%)
- Customers eligible for **conditional service:** 16,202 (42%)
- Customers eligible for **temporary service:** 3,552 (9%)

It is expected that 3,000 more Legacy customers will re-register in 2024 and the remaining 2,000 in 2025. As re-registration continues, the TTC will ensure equity and compliance with legislative requirements, while also improving service by offering Wheel-Trans customers trip options that are more suitable to their needs and abilities.

Initiative 2 – Family of Services

The cornerstone of the WTTP is the Family of Services (FOS) model, which is derived by the eligibility criteria requirements imposed by the IASR as of January 1, 2017. FOS provides Wheel-Trans customers with the option of using accessible-conventional transit services (bus, streetcars and subways) for all or part of their trips, which is made possible through:

Attachment 1: Wheel-Trans Transformation Program Update

- **FOS routes:** accessible frequent service arteries that allow customers to safely transfer between Wheel-Trans and conventional transit via accessible transfer stops along the route.
- **Transfer stops:** safe, convenient and accessible-conventional transit system bus and streetcar stops.
- **Accessible subway stations:** to date, 57 stations have been made accessible and 13 are remaining under the Easier Access Program.

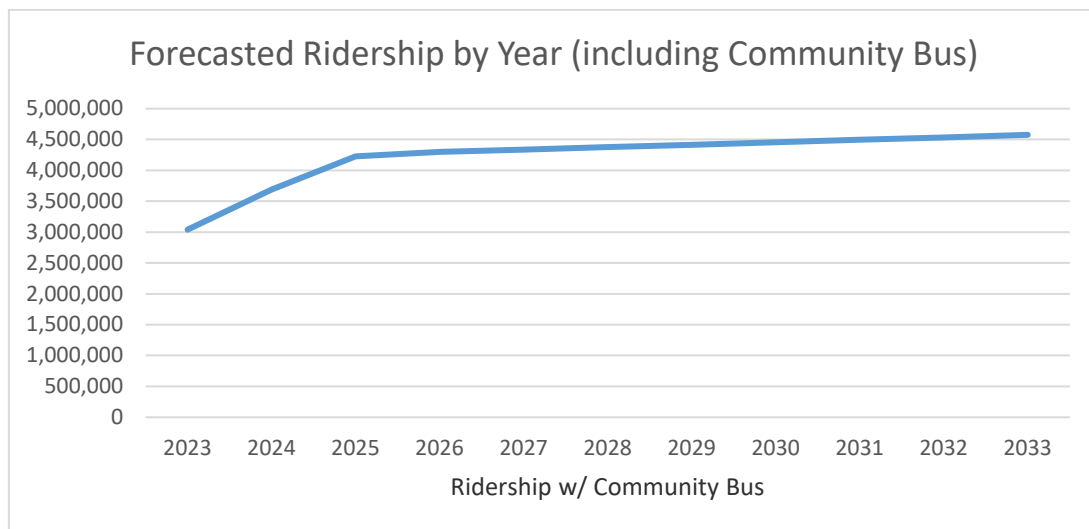
Information on FOS service stops and routes is outlined on the [TTC website](#). The introduction of FOS will help curb the need to significantly increase the number of specialized Wheel-Trans resources to deliver service to a growing customer base.

Customer Considerations and Ridership

The inclusion of cognitive and mental health disabilities as barriers to using accessible-conventional transit in the AODA and Toronto's aging population has resulted in an increase to Wheel-Trans ridership forecasts.

Wheel-Trans ridership is projected to be 3.57 million by the end of 2024 and will increase at an estimated 3% growth rate each year for the foreseeable future, as shown in Figure 2 below:

Figure 2: Wheel-Trans Ridership Demand Forecast 2024-2033



FOS travel remains voluntary at this time and has the following impacts for the eligibility categories:

- **Conditional customers:** can choose to opt out of a FOS trip if they are offered one at the time of booking.
- **Unconditional and temporary customers:** always offered a door-to-door trip with an option to request a FOS trip, if preferred.

Every year, Wheel-Trans consistently provides information to customers on the accessibility of the TTC's conventional system, and the options for travel through FOS. This information is delivered through a combination of:

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- “Did you know?” monthly e-blasts;
- Information postings on the Self-booking Website;
- Hold messages for the Reservations and Customer Service Contact Centre;
- Comprehensive customer handbooks; and
- Video on FOS travel.

The Travel Training Program at the TTC also positively supports customers as they learn how to effectively and safely travel on the accessible-conventional system.

Recent Accomplishments and Future Goals

A total of 902,931 FOS trips were taken by Wheel-Trans customers in 2023. This marks a significant increase from the 607,895 FOS rides taken in 2022.

In Q3 2023, Wheel-Trans launched an FOS pilot where volunteer customers travelled for several weeks using FOS at least twice per week. This resulted in valuable data collection, customer feedback, and lessons learned, which will be considered for future FOS travel offering improvements.

By the end of 2024, there will be 95 FOS routes and more than 600 vehicle transfer stops in the FOS network. The goal is to reach approximately 100 FOS routes and over 600 vehicle transfer stops across the network within the next three years.

Public Consultations

At the TTC Board meeting on February 22, 2024, a motion from City Council regarding FOS was approved. It requested:

“The Chief Executive Officer to engage in consultations with the TTC’s Advisory Committee on Accessible Transit, people with disabilities, and community-based organizations that provide support service for people with disabilities, prior to the implementation of the Wheel-Trans Transformation Program elements that would require the use of the Family of Services Program. Such consultations will inform any potential changes to the design and implementation of the Program to address concerns around safety, equity, mitigating impacts of service disruptions within the conventional transit system on Family of Services customers, and the impact of TTC crowding as service demands increase and number of people with accessibility needs grow.”

After consulting with ACAT, the following initiatives were implemented to ensure fulsome engagement with people with disabilities and community-based organizations:

- A comprehensive survey was sent out to seek feedback on safety, equity, impacts of service disruptions, and crowding as it relates to implementing FOS. The survey was sent via e-mail to all Wheel-Trans customers, placed on the Wheel-Trans Self-booking and TTC websites, and TTC social media channels.
- Public meetings were held on April 16, 2024, from 4 p.m. to 6 p.m. and April 18, 2024, from 2 p.m. to 4 p.m. at Metro Hall.
- A newsletter with information on the above survey and public meetings was sent out in early April 2024.

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- Invitations to complete the survey and attend the public meetings were sent out to community-based organizations that support people with disabilities.

A total of 104 people participated in the public meetings, either online or in person. In addition, 830 individuals provided feedback via the survey. Some key takeaways from the consultation efforts were:

1. Wheel-Trans Customer Service Contact Centre:

- The operating hours of Monday-Friday, 8 a.m. to 4 p.m. are considerably less than conventional TTC Customer Centre. Customers would like equity in operating hours.
- Customers would like Wheel-Trans to explore ways to make tracking of Customer Service Complaints easier.

2. Trip Booking:

- Customers expressed that same-day trip requests are hard to book due to availability. Stating that they find it hard to be spontaneous and therefore it is not equitable to using conventional transit.

3. FOS/Conventional System Travel:

- Several customers expressed that they do not feel safe on the conventional system. These feelings were associated with issues with being accommodated properly by transit Operators and concerns with other customers using conventional transit.
- Many customers expressed that they believe that FOS should always remain a choice and be voluntary.

A comprehensive action plan is currently in development to address the feedback that was received.

Initiative 3 – Travel Training

The Travel Training Program was developed to help ensure customers with conditional eligibility are prepared, comfortable, and confident when taking accessible-conventional transit services.

The Travel Training Program provides customers with information about accessibility features on the TTC's conventional system, familiarization with stations and vehicles, and offers one-on-one training to customers with a TTC staff member. As part of the training program, customers receive a Travel Training Handbook, which is also available to all customers via the following link: [TTC Travel Training Handbook](#).

Recent Accomplishments and Future Goals

Since its rollout, more than 700 customers have participated in the Travel Training Program. 164 of those 700 customers participated in the training in 2023. To date, customer feedback and testimonials have been positive. This suggests the training is effective in familiarizing customers and increasing their confidence in using the TTC's accessible-conventional system.

Three additional travel training specialists were included in the 2024 Wheel-Trans Budget to address the needs of approximately 1,100 customers that have requested travel training. In addition, there are another 6,100 customers with conditional eligibility that

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would benefit from travel training. Wheel-Trans expects to complete 600 travel training sessions per year with the additional travel specialists onboard. This is a significant increase from the 168 completed by the sole travel specialist in 2023.

The TTC is currently running a travel training promotional campaign, which started in May 2024. This includes posting on TTC social media channels and the creation of a travel training explanation video, with the goal of increasing awareness and driving additional participation in the program. Subsequent TTC Board updates on Travel Training will focus on the number of outstanding requests and additional customers trained.

Initiative 4 – Access Hubs

In addition to transfer stops outlined in Initiative 2 (Family of Services), Wheel-Trans customers can transfer from traditional Wheel-Trans services and the accessible-conventional transit network (and vice versa), via 16 Access Hubs built between 2017 and 2020.

Recent Accomplishments and Future Goals

Safety concerns were brought forward about the location of the Meadowvale Access Hub, which is used as a transfer point for customers travelling between Toronto and Durham Region. A comprehensive security assessment was conducted by TTC Special Constables. Although there were no recorded security incidents, it was recommended that a video-camera system and lighting enhancements be made to the area surrounding the shelter. The work was completed in Q3 2023.

The TTC has also begun to see safety concerns brought forward due to underhoused individuals seeking shelter in Access Hubs. This is predominantly occurring in the winter months. Many times, bedding and personal belongings are found stored inside the Hubs. Out of concern for safety, Wheel-Trans customers choose to wait outside the Hub. Wheel-Trans has worked with the City of Toronto Streets to Homes Program to offer alternate shelter to these individuals, but so far the efforts have been ineffective. The TTC will continue to explore options to ensure these Access Hubs are available for customer use.

There are no plans at this time to build additional Access Hubs. Detailed information on the Hubs can be found in the [Wheel-Trans section of the TTC website](#).

Initiative 5 – Modernization of Technology

Modernizing the supporting technology is a fundamental component in ensuring the TTC's ability to deliver on the vision and commitments of the WTP. This includes the Reservations, Scheduling and Dispatching (RSD) and Customer Relationship Management (CRM) systems.

Reservations, Scheduling and Dispatching (RSD) System – Recent Accomplishments and Future Goals

Upgrades to the existing Reservations, Scheduling and Dispatching software system were designed to offer an automated multi-modal trip booking system that could handle a high volume of requests. Implementing these improvements was scheduled in eight phases (four complete) and included the launch of a new Self-booking Website for customers. In 2023, more than 85% of trips were booked using the Self-booking Website, compared to 80% in 2022. Each phase of the upgrades to the RSD system improved user interface by introducing customers to new tools and functionalities to support the FOS model.

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The Wheel-Trans mobile application (App) was launched on September 25, 2023. The App, available for both iOS and Android users, contains unique functions in addition to supporting most of the functions available on the Wheel-Trans Self-booking website. Customers can use the Wheel-Trans App in the following ways:

- Plan trips at their convenience: book, review, modify or cancel trips through the App at any time.
- Use the '*Where is My Ride?*' option to see the vehicle location on a map in real-time.
- Schedule and manage both door-to-door and FOS trips.
- Receive service alerts and view trip history.
- Reset password and modify communication preferences.

To date, there have been more than 5,500 App downloads and over 20,000 trips booked using the App. A rolling average indicates about 4.7% of all trips are booked with the App and there are about 840 unique customers consistently booking their trips using the App.

Other enhancements completed in 2023 included:

- RSD system travel times updated to provide more realistic and accurate trip duration times and improve on-time performance; and
- RSD system updates that included FOS trip solutions for 'alone' condition and life-sustaining treatments.

Phases 5 to 8 are scheduled to be completed from 2024 to 2026. These phases will:

- Update maps used by the scheduling software and by the Mobile Data Terminal/Automatic Vehicle Location (MDT/AVL) system;
- Fully integrate taxi contracted services to provide real-time trip/vehicle updates;
- Replace the current end-of-life MDT/AVL and legacy Interactive Voice Response (IVR) systems through competitive procurement process;
- Leverage the in-flight SAP Program's Time and Attendance project second release to digitize Wheel-Trans Operator scheduling and bidding process; and
- Leverage the new TTC Service Planning Request for Proposals (RFP) and resulting contract to automate Wheel-Trans Community Bus scheduling.

Customer Relationship Management (CRM) System – Recent Accomplishments and Future Goals

The Wheel-Trans Customer Relationship Management (CRM) system improves storage and processing of customer information. Integration with the RSD system allows Customer Service Representatives to better serve customers as they are able to access detailed information about the customer's trip and disability from one source.

The CRM system allows customers to use a Self-Serve Portal to register/re-register and appeal eligibility decisions online, eliminating the need for customers to fax or mail a paper application. In 2023, 6% of Wheel-Trans customers used the Self-Serve Portal to apply for service.

Initiative 6 – Contact Centre Review

The need to improve the ability for Wheel-Trans customers to reserve trips in a timely manner was one of the recommendations outlined in the 2012 AG report. Historically, the Wheel-Trans Reservations Contact Centre had a call abandonment rate and an average wait time well above industry averages.

To address this challenge, a Wheel-Trans Reservations Overflow Contract was established with TELUS. This flexible and scalable solution allows overflow calls to be routed to TELUS, who now answer more than 90% of Reservations calls.

Recent Accomplishments and Future Goals

Since the launch of the Wheel-Trans Reservations Overflow Contract, the performance of the Wheel-Trans Reservations Contact Centre has significantly improved. This has resulted in a much quicker trip booking process for customers, allowing them to book more trips if desired.

Metric	2019	2020	2023
Call abandonment	35%	26%	9.7%
Average wait time	20 min	9 min 22 sec	1 min 46 sec

Wheel-Trans has realized significant cost benefits, saving \$1.0 million since inception. This is based on a cost comparison between maintaining the Wheel-Trans approved 2020 headcount and in-house model versus the call overflow model between 2020 and 2023. In addition to savings, cost avoidance is estimated at \$9.1 million to date, which would have been required to achieve the improvements in average wait time and abandonment rates, using the in-house model.

Wheel-Trans will continue to strengthen its partnership with TELUS over the remaining two years of the five-year contract in order to continue to improve performance and reduce operating costs.

Initiative 7 – Wheel-Trans Policy Updates

The WTTP aims to create an experience that provides customers with freedom, dignity, and spontaneity of travel. A new Wheel-Trans Customer Experience Strategy was developed to ensure consistency and clarity in customer interaction and employee service delivery. The strategy was supported by the implementation of [20 updated customer-centric policies](#). Each policy was designed in consultation with ACAT and with the TTC's Legal, Diversity and Human Rights departments.

Policy implementation began in 2017 and continued through 2021. In 2022 and 2023, there were no updates to policies and this initiative is considered complete. However, a review of the Cross-Boundary Travel Policy is currently taking place and an update to the Board will be given as part of the 2025 WTTP Board Report.

Initiative 8 – Community Bus Enhancements

Diverting customer trips to an enhanced and expanded Community Bus service was identified as an important element of the WTTP.

Attachment 1: Wheel-Trans Transformation Program Update

Community Bus service is great for seniors and persons with disabilities due to the vehicle type used and the strategic placement of stops at locations. These include plazas, supermarkets, hospitals, seniors residences, and other community service locations. In addition to stopping at all conventional bus stops along the route, the Community Bus can be hailed or waved down so customers do not have to worry about reaching the stop in time. There are five Community Bus routes (400 Lawrence Manor, 402 Parkdale, 403 Don Mills South, 404 East York, and 405 Etobicoke) that are accessible and available to all TTC customers.

Recent Accomplishments and Future Goals

In Q3 2023, the TTC launched a marketing campaign to better advertise Community Bus service. This involved advertising at local community centres, subway stations and via social media. The intention was to promote the service to target all demographics with a goal of increased ridership.

The Community Bus Program remains a beneficial service for the communities it serves. In 2023, total Community Bus ridership was 35,680 and this initiative is now complete.

Initiative 9 – Fleet Replacement

Wheel-Trans has continued diversification of its fleet mix to match new customer profiles, trip patterns, and travel behaviour. There was a concerted effort made to purchase replacement vehicles, which would improve ride comfort and vehicle reliability, while reducing Greenhouse Gas (GHG) emissions and fuel consumption. The decision was made to purchase six-metre (6m) ProMaster vehicles as the first step in fleet replacement. Currently, there are 105 6m ProMaster vehicles in service. These minibuses are smaller, more comfortable, and fuel efficient, and can access more destinations than the older 'Friendly' vehicles. They are also gasoline-powered, significantly reducing GHG emissions.

With ACAT endorsement and Board approval, a procurement of 138 seven-metre (7m) ProMaster vehicles was placed in 2020 to supplement the 6m ProMaster minibus. Similar to the 6m vehicle, the 7m ProMaster bus is gasoline-powered and offers increased ride comfort for customers, reduced GHG emissions, fuel efficiency and vehicle reliability improvements. It allows for additional vehicle capacity versus the minibus to support fleet mix needs to match trip patterns and travel behaviour. Currently, there are 138 7m ProMaster vehicles in service.

The GHG emissions reduction associated with the 6m ProMaster vehicle is approximately 24.8%. The 7m ProMaster delivers similar environmental benefits with a GHG emissions reduction of approximately 18.5%.

Recent Accomplishments and Future Goals

The 2023 approved Wheel-Trans Fleet Plan requires the procurement of 52 6m Wheel-Trans vehicles for delivery in 2024 and 2025, in keeping with asset management practices. These units are scheduled to replace vehicles reaching the end of their useful life. At its meeting in May 2023, the TTC Board approved the procurement of 52 6m Wheel-Trans buses.

As a next step, in order to transition to a zero-emissions Wheel-Trans fleet, the TTC is planning to procure up to 10 battery-electric buses (eBuses) from multiple vendors to:

Attachment 1: Wheel-Trans Transformation Program Update

- Evaluate the eBuses through a pilot program within the TTC's operating environment;
- Leverage lessons learned from the pilot program to inform technical and commercial specifications for future procurements; and
- Share findings with the transit community through a peer exchange of best practices to assist with the planning and adoption of zero-emissions vehicles.

These electric Wheel-Trans vehicles are required to be delivered at the end of 2025 to meet the Wheel-Trans Fleet Plan needs.

Benefits Realization

The TTC is in its eighth year of the WTTP and the closeout of the program is approaching. The strategy has been highly effective in modernizing Wheel-Trans operations, improving the quality of service and customer experience, and minimizing costs due to a growing customer base. In addition, the implementation of Re-registration and FOS has ensured the TTC remains compliant with revisions to the IASR/AODA. Wheel-Trans will continue to consult with customers through the annual TTC Public Forum on Accessible Transit, annual Wheel-Trans Customer Satisfaction survey, and ACAT in an effort to continue to make improvements that provide the greatest benefit to customers.

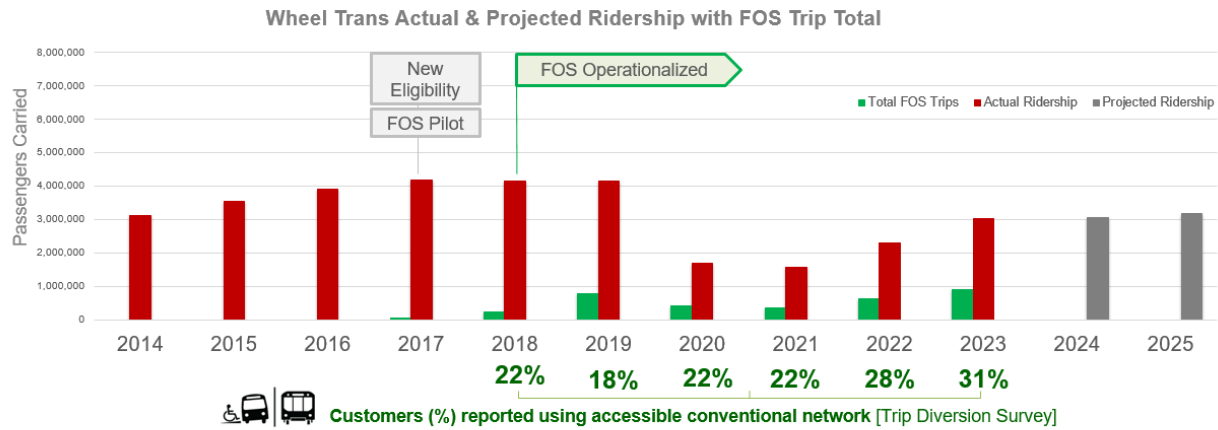
Upgrades to existing software systems, such as the RSD and CRM systems have improved customers' ability to quickly book trips. New customer tools, such as the Self-Serve Portal, Self-booking Website, Conditional Trip Matching, online chat features, customer e-mail/text/mobile alerts and the Mobile Application have enhanced the Wheel-Trans customer experience.

The Contact Centre overflow model has significantly reduced call wait times and abandoned call rates. In addition, the contract with TELUS has provided a cost savings of \$1.0 million and a cost avoidance of \$9.1 million to date.

Finally, the new FOS model that addresses pressures due to a growing customer base has resulted in a total cost avoidance of \$123.2 million by providing Wheel-Trans users the option to use TTC accessible-conventional transit services for part or all of their trips.

Attachment 1: Wheel-Trans Transformation Program Update

Figure 3: Estimated Total Cost Avoidance (in millions) from all FOS trip types from 2017 to 2023.



(In Millions)	2017	2018	2019	2020	2021	2022	2023	TOTAL
Total Cost Avoidance (From all FOS trip types)	\$ 1.45	\$ 6.50	\$ 25.28	\$ 17.17	\$ 14.91	\$ 24.37	\$33.47	\$ 123.19



TTC 5-Year Accessibility Plan

2024-2028



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This document is available in alternate formats upon request.

1 VISION: ATTRACT NEW RIDERS, RETAIN CUSTOMER LOYALTY

The Toronto Transit Commission (TTC) delivers accessible-conventional and specialized transit services throughout the city of Toronto and beyond. The TTC has a strong organizational commitment to make Toronto's transit system barrier-free and accessible to everyone. Strategic Direction #2 in the *TTC 2024-2028 Corporate Plan* is to “*Attract New Riders, Retain Customer Loyalty*”. The TTC believes that all customers should enjoy the freedom, independence, and flexibility to travel anywhere on the public transit system, regardless of ability.

Building on the TTC's long history of and commitment to improving the accessibility of our transit services and facilities, the TTC has developed plans to achieve an accessible public transit system, which also meets the requirements of the *Accessibility for Ontarians with Disabilities Act, 2005* (AODA) and its regulations.

The *2024-2028 TTC 5-Year Accessibility Plan*:

- Identifies barriers and establishes strategies to improve accessibility and fulfill regulatory requirements;
- Ensures that policies, procedures, protocols, and standards are developed to improve the accessibility of transit facilities and services;
- Ensures that our services are delivered in a manner that respects the rights, dignity, and independence of all customers; and
- Includes the commitment to consult with ACAT and people with disabilities in the community on TTC accessibility plans, policies, and initiatives.

Only by working to make the TTC's services, facilities, and vehicles accessible for everyone will the TTC realize its mission “to serve the needs of transit riders by providing a safe, reliable, efficient and accessible mass public transit service through a seamless integrated network to create access to opportunity for everyone.”

2 BACKGROUND – LEGISLATION AND POLICIES

The TTC is committed to expanding on the framework started under previous accessibility plans, including the *2019-2023 TTC Multi-Year Accessibility Plan*, which has guided improvement initiatives over the past five years by creating an accessible public transit system. The TTC's accessibility planning activities are guided by provincial accessibility legislation, City strategies, TTC corporate policy, and changing demographics.

2.1 Provincial Legislation

Accessibility planning is required by provincial law. The *Ontarians with Disabilities Act* (ODA) requires all public transit systems to prepare an annual accessibility plan with details on ongoing accessibility barrier removal activities, while the AODA/IASR require the TTC to produce a multi-year accessibility plan with annual status report updates. The *2024-2028 TTC 5-Year Accessibility Plan* satisfies these legislative requirements.

The IASR are the guiding standards for accessibility in Ontario and contain accessibility requirements for customer service, transportation, information and communications, employment, and design of public spaces. Most of the IASR requirements have now been implemented with the TTC's compliance status described in **Attachment 4**.

2.2 City of Toronto Strategies

As an agency of the City of Toronto, the TTC is committed to advancing established City strategies and initiatives. This *Accessibility Plan* contains initiatives to help implement several City strategies, including the City of Toronto *Official Plan*, *Seniors Strategy* and *Poverty Reduction Strategy*.

2.2.1 Toronto Official Plan

The City of Toronto *Official Plan* envisions a future where our accessible public transit system is designed to meet the needs of everyone, including people with disabilities and seniors.

Policies of the *Official Plan* include ensuring that new transit facilities and vehicles are accessible, including buses, streetcars and subway trains; modifying existing transit stations to become accessible; providing paratransit services; and taking accessibility into account from the design stage onwards. The TTC will work to achieve these policies through the Actions and Initiatives in the *2024-2028 TTC 5-Year Accessibility Plan*.

2.2.2 Toronto Seniors Strategy

Version 2.0 of the City of Toronto *Seniors Strategy* was adopted by City Council in May 2018. This strategy contains two short-term TTC actions related to public awareness campaigns and a TTC Travel Training Program, both of which were completed in 2018. Over the next five years, the TTC will continue to refresh and implement new accessibility education campaigns to support the City's *Seniors Strategy*.

2.2.3 Toronto Poverty Reduction Strategy

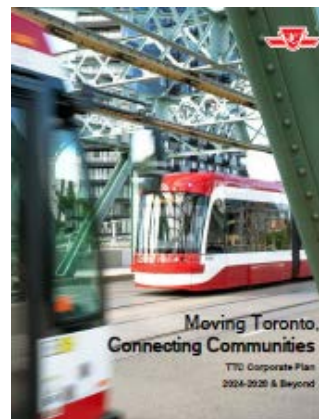
The City of Toronto's Poverty Reduction Strategy (PRS) recommends that the TTC provide improved transit service in inner suburban areas and better support to low-income neighbourhoods. The equity initiatives, including a review of Service Standards, outlined in the *2024-2028 TTC 5-Year Accessibility Plan*, are intended to support and help implement the PRS

action items.

2.3 **TTC Corporate Policy**

In 2024, the TTC introduced a new 5-Year Corporate Plan, with five Strategic Directions designed to realize the TTC's vision of *moving Toronto towards a more equitable, sustainable and prosperous future*, and its mission *to serve the needs of transit riders by providing a safe, reliable, efficient and accessible mass public transit service through a seamless integrated network to create access to opportunity for everyone*.

Recognizing that accessibility improvements are crucial to achieving the TTC's vision, accessibility is embedded throughout its 5-Year Corporate Plan. In particular, this can be seen with Strategic Direction #2: *Attract New Riders, Retain Customer Loyalty*, which includes Action 2.2.7 to publish the 5-Year Accessibility Plan.



This Plan also aligns with other TTC plans and strategies, including the 2024-2028 5-Year Service and Customer Experience Action Plan and the Interim Wayfinding Strategy.

2.4 **Demographics**

Transit accessibility is important, in short, because the number of people with disabilities and seniors in Toronto continues to increase, which is expected to result in increased demand for the TTC's accessible services in the coming years.

2.4.1 **Seniors and People with Disabilities in Toronto**

As of 2022, 27% of Canadians over 15 years of age reported having a disability. The prevalence of disability for seniors 65 or older was approximately 40%, and more than 50% for people above the age of 75 (Canadian Survey on Disability, 2022). Therefore, as the population ages, it is expected that the number of people with disabilities will continue to rise.

Many seniors, especially those who can no longer drive, rely on accessible transit services. In fact, more than 72% of Wheel-Trans customers are currently over the age of 65. Overall, the projected increase in seniors and people with disabilities is expected to result in increased demand for the TTC's accessible-conventional and Wheel-Trans services. As described in this Accessibility Plan, the TTC will continue to invest in accessible transit improvements to accommodate the expected increase in demand for these features.

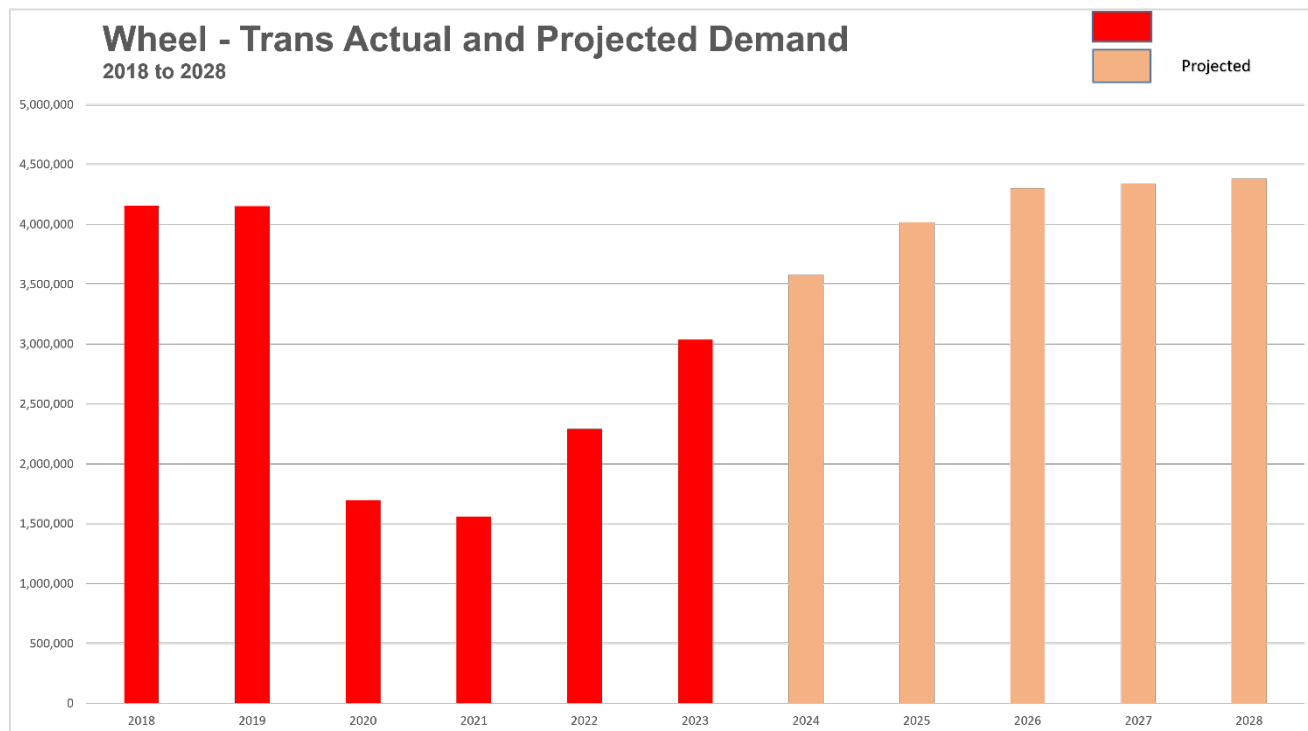
2.4.2 **Projected Wheel-Trans Registrants**

Consistent with the eligibility criteria required by the IASR under the AODA as of January 1, 2017, Wheel-Trans has required customers who have been eligible for Wheel-Trans services prior to January 1, 2017 (Legacy customers), to re-register in order to determine their new eligibility status.

To date, more than 14,000 customers have voluntarily re-registered, and this process will continue for the remaining 5,000 Legacy customers who have yet to do so. There are currently more than

38,000 active Wheel-Trans customers who are projected to make over 3.5 million trips in 2024.

Figure 3: Wheel-Trans Actual and Projected Demand, 2018 to 2028



One factor that influences the development of the Wheel-Trans demand forecast is the continuing accessibility improvements to the TTC's conventional services. While it is expected that demand for Wheel-Trans door-to-door service will continue to grow over the next five years, it is anticipated that improving the accessibility of conventional services will moderate this increase in demand by making it more practical and convenient for some Wheel-Trans customers to travel on the accessible-conventional system. As per the Wheel-Trans Transformation Program (WTTP), it is expected that up to 50% of Wheel-Trans trips will transition to Family of Services trips by 2025, using the accessible-conventional system for all or part of a trip.

While improving the accessibility of conventional services will never eliminate the need for door-to-door service, improved accessibility will increase the use of the conventional system by seniors and people with disabilities and provide the additional benefits of spontaneous trip-making and more flexible travel options.

The increased use of the accessible-conventional system by customers who are eligible for Wheel-Trans service will also have a financial benefit by mitigating the amount of Wheel-Trans subsidy increases that would otherwise be required on an annual basis. This is significant because each ride taken on Wheel-Trans currently requires approximately \$30 in subsidy versus approximately \$1 for each ride taken on the conventional system.

3 ACCESSIBILITY FEEDBACK AND CONSULTATION

In preparing the *2024-2028 TTC 5-Year Accessibility Plan*, the TTC consulted with ACAT, held extensive consultations over the past year with customers and frontline employees, reviewed customer comments provided by seniors and customers with disabilities at the TTC Public Forum on Accessible Transit over the past several years, and considered feedback received by our Customer Service Centre. This feedback helps to inform the initiatives that the TTC will seek to achieve over the next five years to improve accessibility, as described in Section 5 of this report, Accessibility Improvements Plans: 2024-2028.

3.1 Advisory Committee on Accessible Transit

The TTC has established an ongoing process for consulting with, and tapping into the expertise of, seniors and people with disabilities, and to enlist their support in the search for accessibility solutions that work for everyone. This is primarily accomplished through ACAT, a 15-member group representing a broad spectrum of people with disabilities, seniors, and advocates for people with disabilities.



During 2023 and into 2024, ACAT and its subcommittees – Design Review, Wheel-Trans, Service Planning, and Communications – were deeply involved in activities, such as:

- Advising TTC staff on the WTPP, including AccessHubs, Family of Services and Travel Training, technology enhancements to the Self-booking website as well as Mobile App.
- Reviewing designs for accessible third-party connections to subway stations, such as Dufferin and Bay;
- Proposing Accessible Pedestrian Signal (APS) script messaging for island transit platforms;
- Reviewing messaging for new elevator intercom touch screens; and

- Providing advice to Metrolinx on new subway station designs.

The TTC has worked with ACAT through its Service Planning Subcommittee to ensure that the Vision, Actions and Initiatives of the TTC's current *5-Year Accessibility Plan* meet the needs of people with disabilities and seniors. ACAT will continue to provide advice to TTC staff and the Board going forward to support efforts to implement Accessibility Plan initiatives.

3.2 Customer and Employee Feedback

The TTC has processes in place to obtain, monitor, evaluate, and respond to customer feedback on accessibility matters. Feedback may be provided through the TTC Customer Service Centre by telephone, telecommunications relay service, mail, in-person, or online. Family of Services customers are regularly surveyed to gather feedback on their experiences using the TTC. Considerable feedback from people with disabilities is also obtained through the annual TTC Public Forum on Accessible Transit and other TTC public consultation events. Feedback is used both to make short-term accessibility improvements to TTC services and facilities (e.g. procedure improvements, or adding a bench in a subway station) and also to help support and justify business plans for longer-term capital improvements.

To develop this *5-Year Accessibility Plan*, the TTC engaged in a robust consultation process to ensure that the Plan reflects the needs and priorities of all TTC customers, including people with disabilities. The consultation activities occurred in two phases and included:

- Pop-up events, held in subway stations, community events, and the CNIB community hub – there were approximately 900 interactions during these events;
- Online surveys – there were almost 800 responses to each of the two surveys;
- Virtual focus groups – although only 12 spaces were available for the customer focus group, there were more than 40 customers who were interested in participating; and
- In-person frontline employee roundtables – staff from each of the TTC's operating divisions (Bus Transportation; Customer Service; Stations; Streetcar Transportation; Subway Transportation; and Wheel-Trans) participated in the roundtables held in the two phases.

Feedback from the consultation process was provided about service equity, safety, built environment elements, customer information and customer tools, disruptions and service reliability, wayfinding, and staffing. Overall, respondents largely supported the Actions and Initiatives included in this Plan. A significant number of initiatives received more than 85% support and no initiative received less than 65% support. Some respondents expressed that there were opportunities to further improve on these.

3.3 Public Forum on Accessible Transit

The sixteenth annual Public Forum on Accessible Transit was held in October 2023 to obtain customer input on accessibility matters in order to inform TTC accessibility improvement initiatives. This event provided an opportunity for TTC Board members, senior staff and ACAT members to hear directly from customers with disabilities about their accessibility priorities, concerns and commendations, and requests for change.



Approximately 120 individuals attended the 2023 event virtually and in person at the Toronto Reference Library. For customers unable to attend in person, the Public Forum was again streamed live online, and the video is available on the [TTC YouTube Channel](#).

Several suggestions for accessibility improvements, concerns, and general comments were raised during the event regarding:

- The use of Q'Pod securements in TTC buses;
- Suggestions to use automatic streetcar ramps;
- Questions about when subway stations will become accessible;
- Training for vehicle Operators to ensure they are following accessibility procedures more consistently;
- Wheel-Transit eligibility, policies, and re-registration; and
- Questions and comments about Family of Services.

A summary of each Public Forum event and TTC responses to customer comments is made available in the Accessibility section of the TTC website.

3.4 Wheel-Trans Transformation Program

With the introduction of the Wheel-Trans Transformation Program (WTPP), the TTC consulted with ACAT's Wheel-Trans Operations Subcommittee and held numerous public consultation sessions annually. The purpose of these sessions was to discuss program changes being introduced as well as soliciting feedback on new initiatives that were being considered. Several

sessions were held throughout the city at various accessible locations that allowed time for staff to discuss one-on-one any concerns expressed by customers.

At the TTC Board meeting on February 22, 2024, a motion from City Council regarding the Family of Services (FOS) Program was approved. It requested the “Chief Executive Officer to engage in consultations with the TTC’s Advisory Committee on Accessible Transit, people with disabilities and community-based organizations that provide support service for people with disabilities, prior to the implementation of the WTPP elements that would require the use of the Family of Services Program. Such consultations will inform any potential changes to the design and implementation of the Program to address concerns around safety, equity, mitigating impacts of service disruptions within the conventional transit system on Family of Services customers, and the impact of crowding on the TTC as service demands increase and number of people with accessibility needs grow.”

After consulting with ACAT, the following initiatives were implemented as a means to ensure fulsome engagement with people with disabilities and community-based organizations that provide support services for people with disabilities:

- A comprehensive survey seeking feedback on safety, equity, impacts of service disruptions, and crowding as it relates to implementing FOS. The survey was sent via e-mail to all Wheel-Trans customers, placed on the Wheel-Trans Self-booking and TTC websites and on social media channels.
- FOS Program public consultations were held in April 2024. Such consultations will inform any potential changes to the design and implementation of the Program to address concerns around safety, equity, mitigating impacts of service disruptions within the accessible-conventional transit system on FOS customers, and the impact of TTC crowding as service demands increase and number of people with accessibility needs grow.

4 STATUS UPDATE: ACCESSIBILITY IMPROVEMENT PLANS 2019-2023

Guided by the *2019-2023 TTC Multi-Year Accessibility Plan*, which set 47 objectives for improvements across the system, the TTC has made considerable progress toward an accessible transit system. Of those objectives, 35 were completed over the past five years, five are in progress, and seven have ongoing activities, with no set end date. Refer to Attachment 1 for status update details.

A selection of accessibility achievements in the areas of Stations and Facilities, Vehicles, Wheel-Trans services, and Customer Service over the past five years is described below.

4.1 Stations and Facilities

4.1.1 Elevators and Accessibility Improvements

As of year-end 2023, the TTC operated more than 138 elevators at 54 accessible subway stations. Accessible stations include a barrier-free path between street, bus/streetcar platforms (if applicable), and subway platforms, and include the installation of one or more elevators, accessible fare gates, automatic doors, and upgraded signage.

The following subway stations were made accessible between 2019 and 2023: Royal York, Wellesley, Chester, Dupont, Runnymede, Wilson, Bay, Keele, Sherbourne, Yorkdale, and Lansdowne. New third-party accessible entrances were also opened at St Patrick, Bloor-Yonge and Osgoode Stations, and the existing accessible entrance for the Queens Quay Station was renovated.

From 2019 to 2023, work continued on reducing horizontal and vertical gaps on subway platform edges. More information is provided in Section 5.1.1 below.

Since the last update to the Board in April 2024, the following progress has been made to advance the Easier Access Program:

- Elevators were put into service at Donlands, Castle Frank and Glencairn stations resulting in 57 of 70 stations now accessible (or 81%, up from 60% in 2018);
- Construction has continued to progress at 12 stations; and
- City Council approval for Stage 2 expropriation of property requirements at Old Mill Station was obtained in May 2024 allowing for the next step to obtain the required property rights by the end of 2024.

4.1.2 Elevator Reliability

As part of the 2019-2023 Plan, four station elevators were rebuilt to provide more reliable service for our customers, in addition to two within our facilities for employee accessibility.

4.2 Vehicles

4.2.1 Low-floor Streetcars

The last of the initial order of 204 low-floor streetcars was delivered to the TTC in 2020. The TTC has also retrofitted hundreds of streetcar stops and platforms to provide access to customers who use the accessible ramp on these vehicles. Delivery of another 60 streetcars is in progress to continue to improve accessible service in the future.

4.2.2 Conventional Buses

The TTC's conventional bus fleet consists exclusively of accessible low-floor buses, with more than 2,000 in the fleet at the end of 2023. These buses are equipped with ramps, kneeling features, two flip-up wheelchair and mobility device priority locations, colour-contrasted stanchions with accessible stop-request buttons, audible and visual electronic stop announcements, and high-visibility destination signs.

The TTC has also worked closely with ACAT and bus and securement manufacturers, to incorporate improvements, such as rear-door chimes and Q'Pod wheelchair securements. These refinements have been included on the TTC's newest generation of buses.

The TTC has initiated a capital project to improve bus stops by bringing them up to a state of good repair, lengthening them to accommodate articulated buses (where applicable), and ensuring they are accessible for customers using mobility devices. This is accomplished by widening sidewalks, installing concrete pads, and/or moving stops. From 2019 to 2023, more than 900 bus stops were upgraded through this project.



4.3 Wheel-Trans Services

4.3.1 Family of Services

In response to the new legislative requirements of the AODA, recommendations provided by the City of Toronto Auditor General, and the anticipated surge in demand for specialized transit services in the city of Toronto, the WTTP established a new service delivery model that allows Wheel-Trans customers to take multi-modal trips combining specialized and accessible-conventional services. FOS, which was introduced in May 2017 as a pilot project, represents the cornerstone of the entire WTTP, defining a new service delivery model for customers who are able to make use of the accessible- conventional system for all or part of their trip.

Almost 903,000 FOS trips were completed by Wheel-Trans customers in 2023. This marks a significant increase from the 607,895 FOS rides taken in 2022.

FOS travel remains voluntary at this time. Conditional customers can choose to opt out of a FOS trip if they are offered one at the time of booking. It has yet to be determined if mandatory FOS travel for conditional customers, when none of their conditions are present, will be implemented. Currently, customers with unconditional and temporary eligibility are offered a door-to-door trip, but the customer is able to request a FOS trip if they prefer.

If a customer does choose to use FOS, the TTC has made it more convenient by introducing FOS routes and transfer stops. FOS routes are accessible frequent service arteries that allow customers to safely transfer between Wheel-Trans and the conventional service via accessible transfer stops along the route. Transfer stops are identified as safe, convenient, and accessible-conventional system bus and streetcar stops, where customers can transfer between Wheel-Trans and the TTC's conventional service.

In 2023, Wheel-Trans continued the process of FOS expansion and by the end of 2024, there will be 95 FOS routes and more than 600 vehicle transfer stops in the FOS network. In addition, there are 4,500 non-vehicle transfer (walking) stops as part of the FOS network, which reduces the need for customer/Wheel-Trans vehicle transfers. Lastly, Wheel-Trans launched a FOS pilot in Q3 2023 where volunteer customers travelled for several weeks using FOS at least twice per week. This resulted in valuable data collection, customer feedback, and lessons learned. The information gleaned from the pilot will help to improve the future FOS travel offering. The TTC also produced an educational customer-facing video about FOS travel in June 2022 as an additional tool to assist customers and demonstrate the accessibility of the conventional system.

Wheel-Trans consistently provides information throughout the year to customers on the accessibility of the TTC's conventional system, and the options for travel through FOS. This information is delivered through a combination of "Did you Know" monthly e-blasts, information postings on the Self-booking Website, and recordings on the hold messages for the Reservations and Customer Service telephone contact centre. The TTC's Travel Training Program also positively supports customers as they learn how to effectively and safely travel on the conventional system. As well, comprehensive customer hard copies and online handbooks, and the FOS travel video, are available to promote education and awareness.

4.3.2 Travel Training

The TTC developed and implemented a new Travel Training Program to help ensure customers with conditional eligibility are prepared, comfortable and confident when taking accessible-conventional transit.

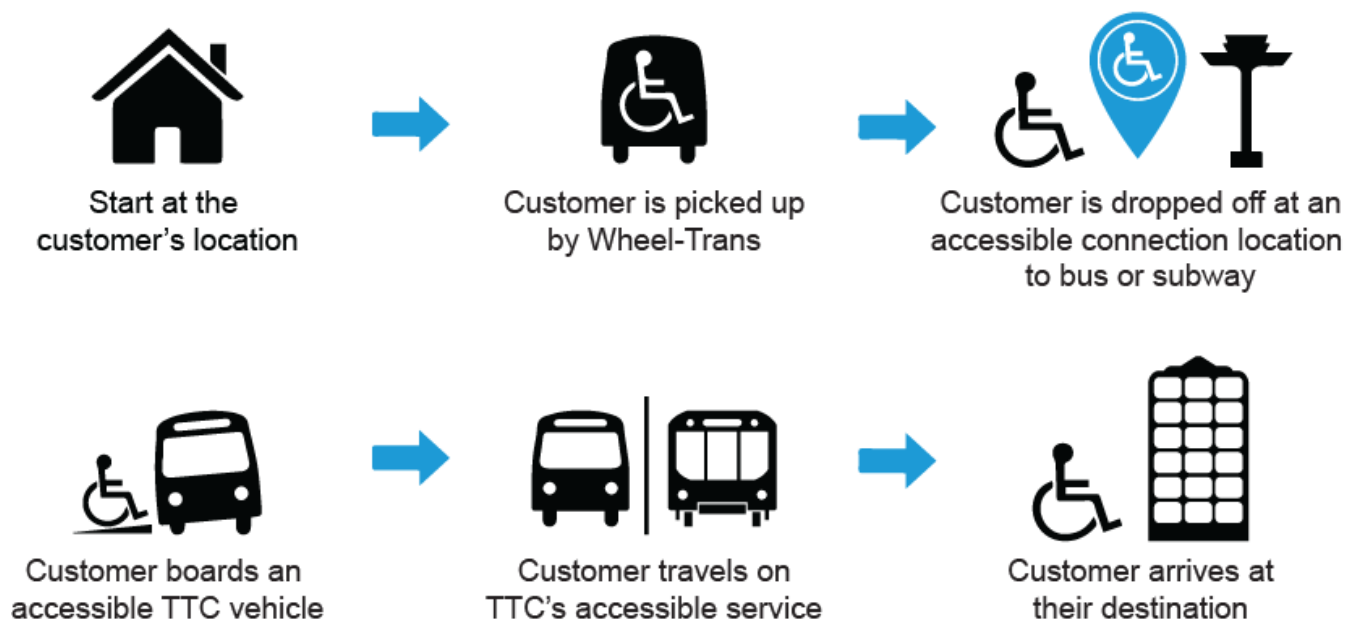
The Travel Training Program was developed and piloted in 2018 with volunteers from the Wheel-Trans community. The program provides customers with information about accessibility features on the TTC conventional system, familiarization with stations and vehicles, and offers one-on-one training to customers with a TTC staff member – a travel training specialist. As part of the training program, customers also receive a Travel Training Handbook.

The Travel Training Handbook is an instructional guide for customers with disabilities on how to use the TTC's accessible-conventional network. The handbook describes the various accessibility features found throughout the TTC system and provides instructions and helpful travel tips to assist customers with varying disabilities and needs. The Travel Training Handbook is used as a supplemental resource for customers with disabilities to be able to travel on the TTC to the best of their abilities, safely and independently.

A hard copy of the Travel Training Handbook is given to customers during in-person travel training sessions. It can also be requested through Wheel-Trans Customer Service, TTC Customer Service, or found online.

Since its rollout, more than 700 customers have requested and participated in the Travel Training Program. Over 160 of those 700 customers participated in the training in 2023. To date, customer feedback and testimonials have been positive. This suggests the training is effective in familiarizing customers and increasing their confidence in using the TTC system.

This program addresses the needs of approximately 1,100 customers who have requested travel training. In addition, there are another 6,100 customers with conditional eligibility that would benefit from travel training. The completion of this training will instill the necessary confidence required for these customers to effectively and safely travel on the TTC's accessible-conventional service.



4.3.3 Vehicles

Wheel-Trans introduced a new smaller (6-metre) ProMaster minibus in 2017 that has a more

fuel-efficient gasoline engine. This vehicle was purchased through the Joint Procurement Program developed by Metrolinx, which allows the incorporation of past experience and knowledge of many public transit services in Ontario and presents a stronger buying power, resulting in lower costs.

As a next step, the TTC explored the option of a vehicle that would supplement the 6-metre ProMaster minibus. To provide service efficiencies, the emphasis of the search requirements was to maintain a smaller-sized vehicle, while increasing customer capacity. Through the joint procurement process with Metrolinx, a 7-metre demo bus was reviewed by ACAT and TTC staff in early 2020.

Ultimately, with ACAT endorsement and Board approval, a procurement of 138 7-metre ProMaster vehicles was placed in 2020. The 7-metre ProMaster bus is also gasoline-powered and offers increased ride comfort for customers, reduced Greenhouse Gas (GHG) emissions, fuel efficiency, and vehicle reliability improvements. It allows for additional vehicle capacity versus the 6-metre minibus to support fleet mix needs to match trip patterns and travel behaviour.

Furthermore, the 2023 approved Wheel-Trans Fleet Plan requires the procurement of 52 6m Wheel-Trans vehicles for delivery in 2024 and 2025, in keeping with asset management practices. These units are scheduled to replace vehicles reaching the end of their useful life. At its meeting in May 2023, the TTC Board approved the procurement of 52 6m Wheel-Trans buses.

As a next step to transition to a zero-emissions Wheel-Trans fleet, the TTC is planning to procure up to 10 battery-electric buses (eBuses) from multiple vendors to:

- Evaluate the eBuses through a pilot program within the TTC's operating environment;
- Leverage lessons learned from the pilot program to inform technical and commercial specifications for future procurements; and
- Share our findings with the broader transit community through a peer exchange of best practices to assist with the planning and adoption of zero-emissions vehicles.



These electric Wheel-Trans vehicles are required to be delivered at the end of 2025 to meet

the needs of the Wheel-Trans Fleet Plan.

4.3.4 Expansion of Customer Eligibility

In accordance with the legislative requirements, Wheel-Trans developed a new application process as of January 1, 2017, with expanded eligibility criteria that included cognitive, sensory and mental health disabilities. The new application process is fair and objective and allows applicants the opportunity to undergo an independent functional assessment, if needed, to assess eligibility.

Three categories of Wheel-Trans eligibility were introduced with the new application process: conditional, unconditional, and temporary. Customers with conditional eligibility have disabilities that limit their ability to use conventional transit on a consistent basis, but can travel on conventional transit in some circumstances and/or by incorporating on-demand services with regular conventional trips. Customers with unconditional eligibility have disabilities that prevent them from using regular conventional services all of the time, and customers with temporary eligibility have temporary conditions that prevent them from using conventional services for a limited period of time. The FOS model is based on identified customer conditions and the ability of customers to use conventional services as specified in those conditions.

Eligibility and associated processes for specialized transportation services are subject to legislative requirements under the AODA Integrated Accessibility Standards Regulation (IASR). Consistent with the eligibility criteria required by the IASR under the AODA as of January 1, 2017, Wheel-Trans has required customers who have been eligible for Wheel-Trans services prior to January 1, 2017 (Legacy customers) to re-register to determine their new eligibility status.

A detailed process to re-register these customers was developed, while working closely with key stakeholders, including ACAT and the TTC's Legal, Diversity and Human Rights departments. Wheel-Trans has Customer Service Representatives available by phone or e-mail to assist customers through this process, and that is communicated to customers when they are advised of the need to re-register. In addition, by way of public forums, TTC websites, newsletters, information packages, and most recently, personalized letters, customers have been provided with the information as to why there is a need to re-register and what supports are in place to assist them through this process. Customers have been reassured that they will continue to have access to Wheel-Trans service after completing the re-registration process. These new eligibility categories are being assigned to all new customers from the effective date moving forward.

To date, more than 14,000 customers have voluntarily re-registered, and this process will continue for the remaining 5,000 Legacy customers who have yet to re-register.

Additional details on eligibility and customer re-registration are provided in Attachment 1: Wheel-Trans Transformation Program Update.

4.3.5 Technology Improvements

Wheel-Trans continues to introduce new technologies which, includes a fully multi-modal scheduling system. This new system provides Wheel-Trans customers the ability to schedule their FOS trips online through a Self-booking Website. This Self-booking system schedules both FOS trips and Wheel-Trans door-to-door trips. Travel times have been updated in order to provide more realistic and accurate trip duration times to customers and improve on-time performance. As part of the modernization of technology, Wheel-Trans also introduced a new

Customer Relationship Management system. This system improves the storage and processing of customer information, which is fully integrated allowing Customer Service Representatives to better serve customers as they are now able to access detailed and specific information about the customer's trip and disability from one source. Wheel-Trans also launched a new Self-Serve Portal in 2021. The portal allows customers to register or re-register online, eliminating the need for customers to fax or mail a paper application. Customers can also appeal their eligibility decision through the Self-Serve Portal. In 2023, 6% of Wheel-Trans customers used the Self-Serve Portal to apply for service.

4.3.6 Access Hubs

Access Hubs provide customers with a more comfortable, accessible place to wait when transferring between Wheel-Trans vehicles and other TTC modes of transit as part of the FOS delivery model. Access Hubs are accessible shelters supporting FOS travel that are dry, heated and well-lit, spacious enough for multiple mobility devices, have automatic doors, and provide generous seating. A total of 16 Access Hubs were built between 2017 and 2020 and they are included as part of the transfer stop network.

In 2022, a few perceived safety concerns about the location of the Meadowvale Access Hub were brought to the attention of Wheel-Trans staff as well as referenced by customers at the 2022 TTC Public Forum on Accessible Transit. The Meadowvale Access Hub is used as a transfer point for customers travelling between Toronto and Durham Region. A comprehensive security assessment was conducted by TTC Special Constables, and although there were no recorded security incidents, it was recommended that a video-camera system similar to those found on TTC vehicles be installed, as well as lighting enhancements be made to the area surrounding the shelter as a means of making customers feel more at ease, while waiting for their pick-ups. The work was completed in Q3 2023.

There are no plans at this time to build additional Access Hubs. However, the TTC continues to identify additional transfer stops on current and future FOS routes.



4.3.7 Contact Centre Improvements

On December 13, 2020, after a successful three-week soft launch period, Wheel-Trans and TELUS implemented a full launch of the call transfer solution. This implementation allowed

overflow calls to be routed to TELUS, with TELUS answering approximately 20% of Reservations calls. This number has now increased to more than 90% of Reservations calls.

In 2020, the Wheel-Trans Reservations Contact Centre had an abandonment rate of 26% and an average wait time of nine minutes and 22 seconds prior to the launch of the Overflow Contract. The figures were even higher in 2019 with an average wait time of 20 minutes and an abandonment rate of 35%. Since the launch of this contract, the performance of the Wheel-Trans Reservations Contact Centre has significantly improved. In 2023, the average wait time was one minute and 46 seconds, while the average abandonment rate was 9.7%.

4.4 Customer Experience Initiatives

4.4.1 Signage and Wayfinding

In 2022, the TTC began testing the following new signage and wayfinding features at the York Mills Station bus terminal:

- Red tactile wayfinding guidance tiles leading to the front door of all of the nine bus stops to help customers with vision loss find their bus;
- A “first on, last off” decal on the ground intended for customers using mobility devices to wait at to help them board first (it is in clear line of sight to the bus Operator as they arrive);
- Stop poles at each stop that include tactile and braille route information, bus bay numbers and information about the ground decals; and
- Bus bay numbers above the doors leading onto the bus platform.

Evaluation of the pilot was positive and elements from it will be incorporated into TTC Design Standards in the coming years.

Infopost Frame Insert / T&B Signs**All Bays**

Size: 765 x 160 mm
 Type: Sintra
 Quantity: 9



**Typical bay numbering stop marker
 w/ Infopost frame and insert
 and applied T&B sign**



**Typical Tactile & Braille (T&B)
 bay number and route
 identification sign**

4.4.2 Training

All TTC employees participate in training on the AODA Customer Service Standard and IASR. Additional training on accessibility is integrated into refresher training sessions that all frontline employees must attend every three-to-five years. ACAT members attend some of these sessions with frontline employees to ensure they are aware of the most common accessibility issues faced by TTC customers and to answer questions. Operator compliance with TTC customer service standards, including accessibility requirements, is also regularly assessed by “plain clothes” Supervisors.

5 ACCESSIBILITY IMPROVEMENTS PLANS 2024-2028

The TTC has identified several opportunities for transit accessibility improvements in the areas of Stations and Facilities, Vehicles and On-Street Stops, Wheel-Trans Services, Customer Experience, and Employee Experience. Each subsection below describes Actions and 46 Initiatives in these areas, which the TTC will seek to achieve over the next five years.

The Actions and Initiatives below were identified through feedback, community partner and employee consultations, as well as the requirements of the AODA and other policies and plans. They also complement the vision and mission identified in TTC's *Corporate Plan*.

5.1 Stations and Facilities

5.1.1 Elevators and Barrier-Free Paths

Action	Initiative
5.1.1.1: Create and upgrade barrier-free paths of travel in subway stations.	<ol style="list-style-type: none"> Complete the installation of new elevators and related accessibility features at 12 subway stations to provide a barrier-free path. Implement tactile wayfinding path improvements at five centre-platform stations. Develop a business case for Phase IV of the Easier Access Program (subject to funding) in 2025 to create an additional barrier-free path in stations, based on past feasibility and prioritization studies. Continue retrofitting subway platforms to mitigate the “platform gap” issue at affected stations. Continue improving seating in stations across the network. Explore opportunities to improve safety, access, and cleanliness along barrier-free paths in stations.

The TTC's Easier Access Program provides elevators, wide fare gates, automatic sliding doors, upgraded signage, ramps, Wheel-Trans stops, and other improvements required to make transit stations accessible. As part of Phase III of the program, the TTC is planning to make all remaining stations accessible. The TTC is working to ensure that Easier Access improvements are completed at Old Mill Station as soon as possible.

The design and construction schedule for Easier Access improvements is based on design complexities associated with each station along with station priority rankings, which were developed in consultation with ACAT, taking into account ridership, geographic location, connecting surface routes, density of seniors and people with disabilities in an area, Wheel-Trans registrant travel patterns, and other criteria.

A comprehensive update to Easier Access status and outlook is regularly provided to the Board in the Easier Access Phase III Project Status Report. Since the last update to the Board in April 2024, the following progress has been made to advance the program:

- Elevators were put into service at Donlands, Castle Frank and Glencairn stations resulting in

57 of 70 stations (or 81%) now being accessible;

- Construction has continued to progress at 12 other stations; and
- City Council approval for Stage 2 expropriation of property requirements at Old Mill Station was obtained in May 2024 allowing for the next step to obtain the required property rights by the end of 2024.

The next Easier Access Phase III Project Status Update is planned for December 2024.

Looking forward, the TTC has initiated studies to further improve accessibility in subway stations. More specifically, the TTC prepared studies for Phase IV of the Easier Access Program to evaluate feasibility and priorities for providing elevator redundancy, new accessible entrances, and/or other accessibility features at key stations.

The TTC continues to retrofit subway platforms to mitigate the “platform gap” issue at affected stations. The platforms at 20 additional stations will be retrofitted through to the end of 2027.

The TTC continues to replace the older red benches in stations with new bench seating that includes integrated back and armrests. These new benches make it easier for customers to get in and out of the seating and are more comfortable and meet modern accessibility standards.

In response to customer feedback, the TTC will explore opportunities to improve safety, access, and cleanliness along barrier-free paths in stations. Increased patrolling by Special Constables helps maintain the barrier-free path.

5.1.2 New Station Entrances

Action	Initiative
5.1.2.1: Create new accessible entrances at subway stations through third-party developments.	<ol style="list-style-type: none"> Open a new third-party accessible entrance connection at the following subway stations by 2028: Sheppard-Yonge and St Patrick. Begin construction for a new third-party accessible entrance at the following subway stations by 2028: Bay, Dufferin, and York Mills. Continue to work with property developers to create new accessible entrances to subway stations, where opportunities arise.

In addition to Easier Access upgrades, the TTC also works with third-party developers, who are building adjacent to TTC properties, to construct new subway entrances through entrance connection agreements. By 2028, the TTC plans to open new third-party accessible entrances at Sheppard-Yonge and St Patrick stations and start construction on three additional entrances at Bay, Dufferin and York Mills stations. Wherever possible, the TTC will continue to pursue opportunities to create new accessible entrances to subway stations through adjacent developments.

5.1.3 New Rapid Transit Projects

Action	Initiative
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5.1.3.1: Continue co-ordinating with Metrolinx on the design of new rapid transit projects in Toronto to meet the needs of all TTC customers.	a. Continue to consult with ACAT at an early design stage for all new rapid transit projects and incorporate ACAT feedback, where appropriate, into TTC comments provided to Metrolinx.
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The TTC and Metrolinx developed a Terms of Reference to ensure that ACAT is consulted at an early planning and design stage of Metrolinx rapid transit projects in Toronto. This provides an opportunity for more meaningful input and for feedback to be incorporated, while requirements are still being developed.

5.1.4 Elevator and Escalator Reliability

Action	Initiative
5.1.4.1: Continue to improve the availability and reliability of escalators and elevators.	a. Overhaul eight elevators in stations to improve reliability, subject to change and funding. b. Replace eight escalators and overhaul 28 escalators in stations to improve reliability, subject to change and funding.

The TTC will continue rebuilding its escalators and elevators to improve reliability for customers. By 2028, the TTC plans to comprehensively overhaul eight elevators, replace eight escalators, and overhaul 29 escalators. The TTC also plans to overhaul three elevators in our facilities to improve employee accessibility. The number of devices overhauled and replaced are subject to change based on the availability of funding in the coming years.

5.1.5 Accessible Design Standards

Action	Initiative
5.1.5.1: Ongoing improvement of TTC accessible design standards.	a. Continue to revise and improve the TTC Design Manual to ensure it aligns with changes to legislation and seek opportunities to exceed legislative changes by aligning with best practices, where possible.

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 to go beyond the minimum requirements of the Ontario Building Code. The TTC is planning to continue to revise these standards going forward to ensure that they remain up to date with current universal design and inclusion best practices.

5.2 Vehicles and On-Street Stops

5.2.1 Low-Floor Streetcars

Action	Initiative
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5.2.1.1: Make all streetcars and streetcar stops accessible, where possible.	<ul style="list-style-type: none"> a. Complete the delivery of 60 additional low-floor, accessible streetcars in 2025. b. Co-ordinate with the City of Toronto on the installation of raised modular platforms along the King streetcar corridor in 2024 and 2025 and explore opportunities for raised platforms elsewhere in the streetcar network.
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In addition to the original order of 204 new low-floor, accessible streetcars that are in service in Toronto, the TTC has ordered an additional 60 low-floor streetcars. The second module of each new streetcar is accessible, including a ramp at the wide double door, two mobility device seating areas, several Priority Seating areas, accessible stop and ramp request buttons, automated audible and visual external route and internal next stop announcements, two-way driver intercoms, and fare payment devices. Delivery of the additional 60 streetcars will be completed in 2025.

To make it easier to board streetcars at key intersections along the King Street corridor in downtown Toronto, the TTC is co-ordinating with the City of Toronto to install raised modular platforms. These platforms reduce the slope of the streetcar ramp when deployed, making it easier for customers to board and disembark. Additional opportunities for raised platforms elsewhere in the streetcar network will also be explored.

5.2.2 Conventional Buses

Action	Initiative
5.2.2.1: Make all buses and bus stops accessible, where possible.	<ul style="list-style-type: none"> a. Continue to work with ACAT and bus manufacturers to refine bus designs to further enhance accessibility. b. Upgrade more than 750 additional transit stops by 2028 to meet accessibility requirements, pending ongoing funding commitments. c. Complete a bi-yearly audit of transit stops to track and prioritize accessibility upgrades.

The TTC has committed to purchasing solely accessible, low-floor, all-electric buses for all future orders. These buses offer customers an accessible ride that is quieter and reduces air pollution. Charging infrastructure will be installed ahead of bus deliveries to ensure buses are available for service. All new bus models are reviewed by ACAT, and recommendations for accessibility improvement are incorporated into designs, where possible.

The TTC will also continue efforts to increase the number of accessible bus stops. There are currently plans to upgrade more than 750 additional bus stops to meet modern accessibility standards by the end of 2028, subject to available funding. For the TTC to designate a stop as accessible, it must have a hard-surfaced pad at least 2.4-metreswide by at least 2.0-metres-long to accommodate bus ramps. At some stops, especially where sidewalks are narrow and adjacent buildings extend to the sidewalk, this may be difficult or impossible to achieve without relocating the stop. At other locations, street furniture or other barriers may need to be removed or relocated – such as poles, newspaper boxes, or shelters – or the sidewalk may need to be widened. Where stops are not yet accessible, Operators must deploy the ramp for customers who need it at an available safe location nearby. Going forward, the TTC will conduct bi-yearly audits of transit stops, which will help with tracking and prioritizing accessibility upgrades across

the surface stops network and ensuring that stops remain in a state of good repair.

5.3 Wheel-Trans Services

5.3.1 Wheel-Trans Buses

Action	Initiatives
5.3.1.1: Transition the Wheel-Trans fleet to all-electric buses.	<ol style="list-style-type: none"> Pilot up to 10 all-electric Wheel-Trans buses and begin to transition the fleet to all-electric buses. Install charging equipment to support the all-electric Wheel-Trans bus pilot and the transition to an all-electric fleet.

The TTC will pilot up to 10 all-electric Wheel-Trans buses. Lessons learned from the pilot will inform technical and commercial specifications for future large-scale procurements as the TTC begins to transition to a zero-emissions fleet. The new Wheel-Trans fleet will offer customers a quieter ride, while reducing air pollution. Charging infrastructure will be installed ahead of bus deliveries to ensure all-electric buses are available for service. While undergoing the energy transition, the primary goal remains a fully accessible vehicle that meets the needs of TTC customers. As such, ACAT will remain a key evaluator for all-electric buses.

5.3.2 Easier Trip Booking

Action	Initiative
5.3.2.1: Improve the options available for customers to book Wheel-Trans trips.	<ol style="list-style-type: none"> Implement improvements to the Interactive Voice Response (IVR) system for customers calling to book or cancel trips, etc.

Based on customer and ACAT feedback, Wheel-Trans developed a new online booking tool that allows customers to book FOS trips. This booking tool will continue to expand to allow for more multi-modal trip options.

5.3.3 Service Integration

Action	Initiative
5.3.3.1: Expansion of Family of Services routes.	<ol style="list-style-type: none"> Expand to approximately 100 FOS routes and more than 600 vehicle transfer stops across the city by 2027. Install curb ramps for Wheel-Trans buses at subway station bus terminals as opportunities and funding arise.

FOS provides Wheel-Trans customers with the option of using accessible-conventional transit service (bus, streetcars and subways) for all or part of their trips. FOS routes are accessible frequent service arteries that allow customers to safely transfer between Wheel-Trans and the accessible-conventional service via accessible transfer stops along the route. These routes continue to be added across the city, with the plan of expanding approximately 100 routes and more than 600 transfer stops by 2027.

To make it easier for Wheel-Trans customers to access subway stations, curb ramps have been installed at subway station bus terminals. The TTC will continue to add curb ramps where opportunities arise.

5.4 Customer Experience Initiatives

5.4.1 Equity

Action	Initiative
5.4.1.1: Embed equity initiatives into our transit system.	<ul style="list-style-type: none"> a. Continue the rollout of the Fair Pass Discount Program, as funding permits. b. Continue to hold an annual Public Forum on Accessible Transit. c. Continue to collaborate with ACAT and key external agencies on emergency evacuation planning and exercises. d. Complete an accessibility review of TTC service standards for vehicles.

The Fair Pass Transit Discount Program provides a 36 per cent discount on TTC adult single ride fares and a 21 per cent discount on TTC adult monthly passes. Residents of Toronto between 20 and 64 years of age who have a PRESTO card and an income below 75 per cent of the Low-Income Measure After-Tax threshold are eligible to apply. The Fair Pass Program is funded and managed by the City of Toronto, which plans to further roll out the program in the coming years, as funding permits.

For the past 16 years, the TTC has held an annual Public Forum on Accessible Transit. The TTC commits to holding this event annually in the future to continue to gain valuable feedback from our customers.

The TTC will explore opportunities to collaborate with ACAT and key external agencies on emergency evacuation planning and exercises to help ensure that evacuation procedures can best meet the needs of a broad range of customers.

Among other matters, service standards guide the appropriate level of transit service for a route based on average vehicle crowding (demand/capacity). Capacity is defined by vehicle crowding standards, which establish the maximum number of people to expect on a transit vehicle during a time period, on average. It is important to consider how the vehicle crowding standard impacts the ability for customers with disabilities to access and circulate through a vehicle, taking into consideration that customers who use wheeled mobility aids require at least three seats at the Priority Seating area, in addition to other customers who may need extra space on vehicles (e.g. parents with strollers). This will become increasingly important as more Wheel-Trans customers choose to travel on accessible-conventional transit as part of the FOS Program, and as the population continues to age.

5.4.2 Education and Communications

Action	Initiative
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5.4.2.1: Improved accessible communications, customer and staff training, and awareness.	<ol style="list-style-type: none"> Hire two additional travel trainers (for a total of four) to accommodate the demand for travel training from Wheel-Trans customers. Improve awareness and education about Wheel-Trans registration. Launch reminder campaigns for bus Operators about accessibility procedures. Explore options to pilot a new campaign to enhance support for customers with invisible disabilities. Explore opportunities to improve communications regarding planned diversions and closures.
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Two additional travel trainers have been hired in 2024, bringing the total number to four. This will allow the TTC to accommodate the demand from Wheel-Trans customers to complete travel training, in order to more independently travel on accessible-conventional transit.

As mentioned, a Travel Training Handbook is available to customers. The Handbook was updated in April 2024, and it touches upon topics, such as:

- Plan an accessible trip (Google Maps, TTC Customer Information).
- Understanding maps, signage and wayfinding features.
- Resources with up-to-date service information (Lift Line, e-alerts, social media, Next Vehicle).
- Accessibility features onboard TTC vehicles and in stations (ramps, elevators, emergency buttons, DWA, internal/external announcements, etc.).
- Different Operators and staff that can provide assistance throughout a customer's trip.
- Priority seating and boarding/disembarking (with or without a mobility device).
- Fare payment, PRESTO and proof of payment.
- Emergency procedures and handling the unexpected (closures, turnbacks, service changes).

As of 2024, Wheel-Trans is working with various groups throughout the city to educate and improve awareness of Wheel-Trans service. Staff attend various locations throughout the city to answer questions and offer any assistance to residents wishing to apply for service. Applications are available in accessible formats and will be available in Toronto's most commonly spoken languages later in 2024 or early in 2025.

In response to customer feedback indicating that some bus Operators are not carrying out all accessibility procedures, the TTC is in the midst of launching reminder campaigns. These campaigns help emphasize the importance of accessibility procedures to customers with disabilities. Posters, postcards, and a video have been developed to support of this campaign.

With the challenges faced by some customers with invisible disabilities to accessing transit services because their disability is not immediately apparent to staff, the TTC is exploring the feasibility of a new pilot, such as the Hidden Disabilities Sunflower Program. This program would provide a discrete way for customers to identify to staff that they may need assistance to access TTC services. The program has been used successfully by transportation service providers in the United Kingdom and other parts of the world, and was also recently launched by local agencies, such as Metrolinx and MiWay (Mississauga).

Diversions and closures are sometimes required due to the significant amount of construction across Toronto, and to help keep the TTC in a state of good repair. While necessary, they make it difficult for customers to travel through the city in a timely manner. If customers have information available in advance, they can adjust their travel accordingly. It is important that information is communicated through various channels in a clear manner, and in formats that are accessible to all customers. The TTC will explore how it can improve communications about planned diversions and closures.

5.4.3 Signage and Wayfinding

Action	Initiative
5.4.3.1: More accessible signage and wayfinding.	a. System-wide signage and wayfinding upgrades (subject to funding) through the continued implementation of the Wayfinding Strategy.

The TTC will continue to make improvements to signage and wayfinding across the system through various initiatives. This includes continual updates to System Route maps, updates to overhead bus terminal signage to reflect changing conditions at bus terminals, changes to signage as part of the Station Capacity improvement program and supporting service changes through the development of pole cards and other communications. The TTC will also aim to complete the installation of large-scale maps at all remaining subway stations. In partnership with the City, the TTC will work toward providing a consistent and recognizable product to customers transitioning from the TTC system to on-street wayfinding.

5.4.4 Fare Payment

Action	Initiative
5.4.4.1: Improve fare payment processes for customers.	<ul style="list-style-type: none"> a. Rollout a new PRESTO-enabled Support Person Card. b. Make it easier to use fare gates in subway stations by increasing the amount of time for a customer to tap when they have already started to enter the gates. c. Co-ordinate with ACAT to explore future accessibility improvements for PRESTO. d. Explore options to expand access to PRESTO services through the third-party network.

The current TTC Support Person Card is not PRESTO-enabled, which means that customers travelling with a Support Person are not able to independently pass through fare gates unless staff are present to assist them across the fare line. The TTC is working with Metrolinx to create a new PRESTO-enabled Support Person Card.

ACAT members identified an issue in which customers who inadvertently trigger the timer at fare gates and do not tap within a specified period of time cannot pass through the fare gate without exiting and re-entering the gate. The TTC is co-ordinating with the manufacturer to extend the amount of time for customers to tap on the fare gate card reader.

TTC staff are meeting with ACAT to gather feedback on future PRESTO accessibility improvements, which it is providing to Metrolinx for consideration.

The TTC and Metrolinx are also exploring options to expand access to PRESTO services through the third-party network, which will improve access to PRESTO in underserved parts of Toronto.

5.5 Employee Experience

Action	Initiatives
To increase accessibility and inclusion for employees.	<ul style="list-style-type: none"> a. Continue to hold annual events to celebrate National Accessibility Week, Disability Employment Awareness Month and the International Day of People with Disabilities. b. Explore opportunities to enhance recruitment processes for people with disabilities. c. Create an Internal Accessibility Advisory Committee to advance accessibility within the TTC for employees. d. Develop an Employee Accessibility Strategy. e. Develop and deliver enhanced accessibility training to TTC staff. f. Complete an audit of employee-built environment elements for accessibility and inclusion for 107 TTC facilities.

The TTC has reviewed many of its existing practices, including its interactions with customers and employees. Diversity and inclusion have become a top priority, as the TTC strives to become a leader in the industry on confronting existing issues and making meaningful changes to address them.

In December 2020, the TTC launched a 10-Point Action Plan to build greater diversity and inclusion. The Plan includes attracting a more diverse workforce, with the TTC beginning to implement initiatives for women and other underrepresented groups. As the TTC continues to create a more inclusive workforce and enhance practices, the 10-Point Action Plan will also positively impact the diverse communities across Toronto. The TTC has also developed a broader Five-Year Diversity and Human Rights Plan, and an Anti-Racism Strategy as well as developing an Employee Accessibility Strategy.

5.6 New Accessibility Improvement Initiatives

5.6.1 Explore New Accessibility Projects (Not Yet Funded)

Action	Initiative
5.6.1.1: Make taking public transit seamless.	<ul style="list-style-type: none"> a. Conduct an e-paper pilot to provide electronic service information with audio functionality at bus stops. b. Explore opportunities to pilot new wayfinding technologies. c. Continuously explore additional innovations that enhance the overall customer experience and make public transit seamless.

The TTC is exploring the feasibility of conducting an electronic paper (“e-paper”) pilot, which

would provide electronic service information with audio functionality at some bus and streetcar stops. If deployed, this would help address the lack of audible information at transit stops in the network.

There are various wayfinding technologies available on the market, which can significantly enhance wayfinding in transit environments. The TTC will explore opportunities to pilot new wayfinding technologies.

As these projects will require new funding for implementation, business cases will be developed and put forward during upcoming Capital Budget processes in order to seek funding.

The TTC will continuously explore additional innovations that enhance the overall customer experience and make public transit seamless by conducting innovation challenges, scouting for emerging technology or solutions, and building an open intake process. This ensures the TTC engages with customers proactively and makes them part of the solution-building process.

5.7 Ongoing Accessibility Standards Compliance

The TTC is committed to meeting the requirements of provincial accessibility legislation, including the IASR. Specific details on the TTC's commitment and progress in implementing the IASR are included in Attachment 4.

6 ANNUAL REVIEW

Staff will report back to ACAT and the TTC Board on an annual basis on TTC's progress in implementing the Actions and Initiatives of the *2024-2028 TTC 5-Year Accessibility Plan*, and on new accessibility initiatives not funded in this Plan. Budget matters or any recommendations resulting in significant changes to TTC services or facilities will be reported separately.

Attachment 3: Status of 2019-2023 TTC Multi-Year Accessibility Plan Objectives

Guided by the *2019-2023 TTC Multi-Year Accessibility Plan*, which sets 47 objectives for improvements across the system, the TTC has made considerable progress toward an accessible transit system. Of those objectives:

- ✓ 35 objectives were successfully completed between 2019 and 2023;
- Work to complete five objectives is in progress and carried forward to the 2024-2028 Accessibility Plan; and
- ➔ Seven objectives are ongoing, with no set end date.

Details of the 47 objectives are as follows:

#	Key area	Objective	How we did	Year Completed	Details
1	Stations and Facilities	Complete Easier Access accessibility retrofit work at Royal York Station	✓	2019	Easier Access work was completed at Royal York Station in 2019.
2	Stations and Facilities	Begin Easier Access construction at four additional stations in 2019	✓	2019	Construction began at four stations in 2019.
3	Stations and Facilities	Complete Easier Access construction at 20 additional stations by the end of 2023	—	In progress	Easier Access work was completed at 11 additional stations by the end of 2023.
4	Stations and Facilities	Begin Easier Access construction at all remaining inaccessible stations	—	In progress	Construction has begun at all stations except for Old Mill.
5	Stations and Facilities	Begin a study for Phase IV of the Easier Access Program	✓	2020	The Easier Access Phase IV Feasibility Study was completed in 2020.
6	Stations and Facilities	Begin to retrofit subway platforms to mitigate the “platform gap” issue at affected stations	✓	2019	Work took place at three stations in 2019 and has continued at numerous other stations since then.

Attachment 3: Status of 2019-2023 TTC Multi-Year Accessibility Plan Objectives

#	Key area	Objective	How we did	Year Completed	Details
7	Stations and Facilities	Begin to upgrade centre platform tactile wayfinding paths at subway stations	✓	2020	Work began to upgrade centre platform tactile wayfinding paths and is ongoing.
8	Stations and Facilities	Study additional seating requirements at strategic locations in subway stations	✓	2019	Seating best practices were reviewed in 2019 to better support Family of Services.
9	Stations and Facilities	Work with property developers to create new accessible entrances to stations, where opportunities arise	➔	N/A (Ongoing)	The TTC continues to work with third parties to create new accessible entrances at several subway stations.
10	Stations and Facilities	Rebuild four elevators to improve reliability	✓	2020	Overhauls of elevators at Bathurst, Scarborough Centre, and Kennedy stations were completed.
11	Stations and Facilities	Modernize seven escalators to improve reliability	—	2023 (in progress)	Four escalators were modernized and three escalators were deferred from the original target due to the longer-than-expected time required to finalize the design and procurement process.
12	Stations and Facilities	Implement escalator and elevator real-time monitoring system to support Family of Services	✓	2024	The real-time monitoring system was implemented by January 2024.
13	Vehicles	Complete delivery of the order of 204 low-floor accessible streetcars	✓	2020	All 204 low-floor accessible streetcars were received by January 2020.
14	Vehicles	Complete the program to install new curb ramps or modified platforms at nearly all streetcar stops	✓	2023	In 2023, the TTC completed its current program to modify existing streetcar platforms and install new curb ramps at streetcar stops, including work to retrofit platforms on Roncesvalles Avenue.

Attachment 3: Status of 2019-2023 TTC Multi-Year Accessibility Plan Objectives

#	Key area	Objective	How we did	Year Completed	Details
15	Vehicles	Retire all high-floor streetcars from regular service	✓	2019	All high-floor streetcars were retired in 2019.
16	Vehicles	Continue to work with ACAT and bus manufacturers to refine bus designs to maximize accessibility	➔	N/A (Ongoing)	The TTC has and will continue working with ACAT to obtain feedback on bus designs.
17	Vehicles	Complete an accessibility audit of transit stops	✓	2022	An audit was completed of bus and streetcar stops currently marked as accessible to ensure that their physical conditions continue to meet modern requirements, and to provide input into future phases of the TTC's transit stop improvement program.
18	Vehicles	Upgrade more than 900 bus stops to improve accessibility	✓	2023	Upgrades continue as part of the TTC's Bus Stop Improvement for Accessibility and Platform Modification to Accommodate Articulated Bus Program.
19	Vehicles	Complete the VISION system rollout on buses	✓	2019	All buses were equipped with the VISION communications system in 2019.
20	Vehicles	Complete the deployment of pre-boarding announcements on the subway network	✓	2019	Deployment was completed in 2019.
21	Vehicles	Complete Line 3 train retrofits as an interim measure until the Line 2 East Extension opens	✓	2019	Line 3 train retrofits were completed in 2019.
22	Vehicles	Expand the Community Bus Program, if the pilot project is successful	✓	2021	Community bus service continues to be adjusted to better meet customer needs.
23	Vehicles	Pilot an on-demand automated shuttle	✓	2021	An automated shuttle was piloted in Q4 2021.

Attachment 3: Status of 2019-2023 TTC Multi-Year Accessibility Plan Objectives

#	Key area	Objective	How we did	Year Completed	Details
24	Vehicles	Mobility as a Service (MaaS) and Microtransit concepts will be accessible if these proceed at the TTC	—	N/A	Microtransit connection opportunities will be pursued as part of the TTC's 5-Year Service & Customer Experience Action Plan.
25	Wheel-Trans Services	Improve technologies, such as a mobile app that gives customers more trip booking options	✓	2023	Wheel-Trans' mobile app launched in 2023.
26	Wheel-Trans Services	Continue to improve the telephone trip booking experience	✓	2020	Telephone wait times were significantly improved in 2020.
27	Wheel-Trans Services	Expand multi-modal trip options by four bus routes per year	✓	2023	Wheel-Trans now provides FOS connections at more than 5,000 transit stops.
28	Wheel-Trans Services	Incorporate streetcar routes into the Family of Services	✓	2023	Streetcar routes were incorporated into FOS.
29	Wheel-Trans Services	Implement Access Hubs in 16 new locations	✓	2020	All Access Hubs were completed in 2020.
30	Customer Service Initiatives	Trial a new equity-focused consultation process for major transit service changes	✓	2020	Trial was completed in 2020 during the development of the 2021 Annual Service Plan.
31	Customer Service Initiatives	Trial new equity-based performance measures for transit service	✓	2020	Trial was completed in 2020 during the development of the 2021 Annual Service Plan.
32	Customer Service Initiatives	Launch the second and third phases of the Fair Pass Discount Program, as funding permits	✓	2023	Phases 2 and 3a were implemented between 2019 and 2023.
33	Customer Service Initiatives	Continue to hold an annual Public Forum on Accessible Transit	➔	N/A (Ongoing)	The TTC continues to hold an annual Public Forum on Accessible Transit.

Attachment 3: Status of 2019-2023 TTC Multi-Year Accessibility Plan Objectives

#	Key area	Objective	How we did	Year Completed	Details
34	Customer Service Initiatives	Launch the new accessible TTC website.	✓	2021	The new TTC website launched in 2021.
35	Customer Service Initiatives	New/ongoing Priority Seating and customer courtesy campaigns	➔	N/A (Ongoing)	The TTC continues to promote Priority Seating and customer courtesy campaigns on an ongoing basis.
36	Customer Service Initiatives	Prototype new tactile signs at public washrooms	✓	2020	Tactile signs were piloted in 2020.
37	Customer Service Initiatives	Trial tactile signs at transit stops	✓	2019	Tactile signs at closely spaced transit stops were piloted in 2019.
38	Customer Service Initiatives	Continue to research effectiveness of beacon wayfinding system-wide	✓	2023	St Clair Station pilot was evaluated, and future digital wayfinding improvements will be investigated as part of the 2024-2028 5-Year TTC Accessibility Plan and the Wayfinding Strategy.
39	Customer Service Initiatives	Launch a new Streetcar Operator refresher training course, with the assistance of ACAT members	✓	2019	The new training course launched in Q4 2019.
40	Customer Service Initiatives	Relocate the TTC's photo ID facility to an accessible location	✓	2020	The new accessible photo ID centre opened in 2020.
41	Customer Service Initiatives	Make the TTC's Lost Articles facility accessible	✓	2021	Construction on the new accessible Lost Articles facility was completed in 2021.
42	Customer Service Initiatives	Rollout PRESTO payment for Wheel-Trans contracted sedan taxis	✓	2020	PRESTO payment on contracted sedan taxis was launched in Q1 2020.
43	Customer Service Initiatives	Provide PRESTO solution for Support Persons.	-	TBD (In progress)	A solution for Support Person Assistance Cards continues to be explored with PRESTO and will be reported on in future Accessibility Plans.

Attachment 3: Status of 2019-2023 TTC Multi-Year Accessibility Plan Objectives

#	Key area	Objective	How we did	Year Completed	Details
44	Customer Service Initiatives	Ensure PRESTO satisfies accessibility standards	➔	N/A (Ongoing)	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.
45	Customer Service Initiatives	Add real-time visual emergency/delay announcements on subway trains	-	TBD (In progress)	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.
46	Customer Service Initiatives	System-wide signage and wayfinding upgrades	➔	N/A (Ongoing)	Further details will be included in a future Wayfinding Implementation Strategy Board report.
47	Customer Service Initiatives	Install curb ramps for Wheel-Trans at subway station bus terminals	➔	N/A (Ongoing)	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. The TTC is also taking advantage of other opportunities, including bus terminal repaving contracts, when possible.

Attachment 4 - AODA Integrated Accessibility Standards Regulation - TTC Compliance Status

IASR Section Requirement	Steps to Compliance	Compliance Status	Implementation Notes
3 - Establishment of accessibility policies	<ul style="list-style-type: none"> • Develop, implement and maintain policies regarding meeting IASR requirements. • Include a statement of organizational commitment to meet the needs of people with disabilities. • Written documents available to the public and provided in accessible formats on request. 	Compliant	<ul style="list-style-type: none"> • Policies are developed as required to comply with IASR i.e. emergency preparedness policies. • Statement of organizational commitment is included in this Accessibility Plan. • The above documents are available and provided in accessible formats on request.
4 - Accessibility plans	<ul style="list-style-type: none"> • Establish a multi-year accessibility plan, post it online, and review and update it at least every five years. 	Compliant	<ul style="list-style-type: none"> • A multi-year plan is published every five years. This 2024-2028 Plan satisfies the requirement.
5 - Procuring or acquiring goods, services or facilities	<ul style="list-style-type: none"> • Ensure that accessibility criteria and features are incorporated into procurement documents and given consideration during the acquisition of goods. • Create IASR accessibility policies, as needed. 	Compliant	<ul style="list-style-type: none"> • Accessibility criteria are included in the procurement process, where appropriate.
6 - Self-service kiosks	<ul style="list-style-type: none"> • On a go-forward basis, self-service ticket and pass vending kiosks must include accessibility features. 	Compliant	<ul style="list-style-type: none"> • All future TTC and PRESTO devices will include accessibility features, developed in consultation with ACAT.
7 - Training	<ul style="list-style-type: none"> • All employees, volunteers and those providing service on an organization's behalf must be trained on aspects of the IASR and the OHRC appropriate to their duties, and records of training maintained. 	Compliant	<ul style="list-style-type: none"> • AODA e-learning module is provided to all employees.

Attachment 4 - AODA Integrated Accessibility Standards Regulation - TTC Compliance Status

IASR Section Requirement	Steps to Compliance	Compliance Status	Implementation Notes
11 - Feedback	<ul style="list-style-type: none"> Processes for receiving and responding to feedback are available to persons with disabilities in accessible formats, upon request. 	Compliant	<ul style="list-style-type: none"> Customer Service can communicate with customers in person, by e-mail, phone, Telecommunications Relay Service, social media, or postal mail.
12 - Accessible formats and communication supports	<ul style="list-style-type: none"> Make available all information in accessible formats, upon request, at no additional charge. 	Compliant	<ul style="list-style-type: none"> Accessible formats are available, as required, as described in the TTC's Accessible Customer Service Policy Statement. No additional fees are charged for accessible formats.
13 - Emergency procedures, plans or public safety information	<ul style="list-style-type: none"> In addition to s.12 requirements, all emergency procedures and public safety information that is available to the public is made available in accessible formats or with appropriate communications supports upon request. 	Compliant	<ul style="list-style-type: none"> Accessible formats are available, as required, as described in the TTC's Accessible Customer Service Policy Statement.
14 a) - Accessible websites and web content	<ul style="list-style-type: none"> Ensure all new websites and content are compliant with WCAG 2.0 level A. 	Compliant	<ul style="list-style-type: none"> The TTC website is currently WCAG 2.0 Level AA compliant. Legacy documents and pages developed previously or by third parties may not be.
14 b) - Accessible websites and web content	<ul style="list-style-type: none"> By January 1, 2020, ensure all websites and content are compliant with WCAG 2.0 level AA. 	Compliant	<ul style="list-style-type: none"> The TTC website is compliant with the World Wide Web Consortium (W3C) Web Content Accessibility Guidelines 2.0 Level AA.
22 - Recruitment, general	<ul style="list-style-type: none"> Notify the public of the availability of accommodations for applicants with disabilities during recruitment. 	Compliant	<ul style="list-style-type: none"> This information is provided in the TTC's online job application system.

Attachment 4 - AODA Integrated Accessibility Standards Regulation - TTC Compliance Status

IASR Section Requirement	Steps to Compliance	Compliance Status	Implementation Notes
23 - Recruitment, assessment or selection process	<ul style="list-style-type: none"> • Notify applicants if selected for an assessment that accommodations are available upon request. • If requested, provide or arrange for the provision of a suitable accommodation in a manner that takes into account the applicant's accessibility needs due to disability, in consultation with the applicant. 	Compliant	<ul style="list-style-type: none"> • In addition to the statement on the TTC website, staff have been instructed regarding the AODA recruitment process requirements.
24 - Notice to successful applicants	<ul style="list-style-type: none"> • When making offers of employment, notify the successful applicant of policies for accommodating employees with disabilities. 	Compliant	<ul style="list-style-type: none"> • A copy of the Accommodation in the Workplace Policy will be provided to candidates when an offer of employment is made.
25 - Informing employees of supports	<ul style="list-style-type: none"> • Inform all employees of current policies supporting employees with disabilities, and each time there is a change to policies. • Inform new employees as soon as practicable after they begin employment. 	Compliant	<ul style="list-style-type: none"> • Employees will be informed each time a change is made. New employees will receive a copy of the policy with their offer letters. This policy is also discussed at the new employee orientation session.
26 - Accessible formats and communication supports for employees	<ul style="list-style-type: none"> • Ensure that any information an employee requires to do their job and information that is generally available to all employees is provided to employees with a disability in an accessible format, upon request. 	Compliant	<ul style="list-style-type: none"> • Available as required.

Attachment 4 - AODA Integrated Accessibility Standards Regulation - TTC Compliance Status

IASR Section Requirement	Steps to Compliance	Compliance Status	Implementation Notes
27 - Workplace emergency response information	<ul style="list-style-type: none"> • Individualized workplace emergency response information required by an employee with a disability is available in the format required. • Employer is aware of accommodation requirements for all employees with disabilities in the event of an emergency situation. • Employer reviews individualized workplace emergency response information when the employee moves to a different work location, when the employee's overall accommodation needs or plans are reviewed, and when the employer reviews its general emergency response policies. 	Compliant	<ul style="list-style-type: none"> • The TTC has Fire Wardens for all office locations that receive training on an annual basis. The Fire Wardens are currently responsible for collecting and maintaining this information. • Emergency response information is collected for new hires, those returning to work, and when employees change work locations.
28 - Documented individual accommodation plans	<ul style="list-style-type: none"> • Ensure that individual accommodation plans are documented, and include the elements as listed in the Regulation. 	Compliant	<ul style="list-style-type: none"> • The TTC currently has individualized return-to-work plans, including any accommodation plans, currently in a standard document called a Fitness for Work Report (FFWR) that include the elements as outlined in the Regulation.
29 - Return to work process	<ul style="list-style-type: none"> • Ensure that a return-to-work process is in place for employees returning to work requiring disability-related accommodations. 	Compliant	<ul style="list-style-type: none"> • Similar to item #28. Return-to-work processes are in place and documented.

Attachment 4 - AODA Integrated Accessibility Standards Regulation - TTC Compliance Status

IASR Section Requirement	Steps to Compliance	Compliance Status	Implementation Notes
30 - Performance management	<ul style="list-style-type: none"> • Ensure accessibility needs of the employee are taken into account when using a performance management process. 	Compliant	<ul style="list-style-type: none"> • The TTC has a performance management process and an accompanying policy of equal opportunity that includes a commitment to accommodate.
31 - Career development and advancement	<ul style="list-style-type: none"> • Ensure employers take accessibility needs into account when providing career development and advancement opportunities. 	Compliant	<ul style="list-style-type: none"> • Current practice.
32 - Redeployment	<ul style="list-style-type: none"> • Ensure that any redeployment activity will take into account any accessibility needs of employees with disabilities. 	Compliant	<ul style="list-style-type: none"> • Internal procedural manual reflects this requirement.
34 - Availability of information on accessibility equipment	<ul style="list-style-type: none"> • Information regarding accessibility equipment and features of vehicles, routes and services is available to the public, and also available in accessible formats on request. 	Compliant	<ul style="list-style-type: none"> • This information is available on the TTC website, and is also available in other accessible formats, as required, as described in the TTC's Accessible Customer Service Policy Statement.
35 - Non-functioning accessibility equipment	<ul style="list-style-type: none"> • Take reasonable steps to accommodate persons with disabilities when accessibility equipment on a vehicle is not functioning and/or equivalent service cannot be provided. • Repair all non-functioning accessibility equipment as soon as possible. 	Compliant	<ul style="list-style-type: none"> • Operators or maintenance staff test ramps as part of the pre-trip inspection prior to leaving the garage. Failures result in the vehicle staying out of service for repair. Operator Notices have been issued covering the ramp failure protocol, ramp recycling requirements, and general expectations.

Attachment 4 - AODA Integrated Accessibility Standards Regulation - TTC Compliance Status

IASR Section Requirement	Steps to Compliance	Compliance Status	Implementation Notes
36 - Accessibility training	<ul style="list-style-type: none"> • Provide specific training to Operations employees regarding safe use of accessibility equipment, procedures for where temporary barriers exist, and emergency response procedures. • Maintain training record for all employees. 	Compliant	<ul style="list-style-type: none"> • Specific training to Operations employees is provided regarding safe use of accessibility equipment, procedures for where temporary barriers exist, and emergency response procedures via several training and recertification programs: • Topics covered include: <ul style="list-style-type: none"> ○ The need for accessible transit. ○ AODA. ○ The TTC's commitment to Accessibility. ○ About customers with disabilities. ○ Serving customers with varying types of disabilities. • The training department files contain documentation for each attendee of the above courses, and the status of the training is recorded on the TTC's learning management system.
37 - Emergency preparedness and response policies	<ul style="list-style-type: none"> • Emergency preparedness and response policies provide for the safety of customers with disabilities. • Policies are available to the public in accessible formats. • Review and modify existing procedures, as needed. 	Compliant	<ul style="list-style-type: none"> • Emergency preparedness policies provide for the safety of customers with disabilities and are available on the TTC website. These policies are available in accessible formats on request through Customer Service.

Attachment 4 - AODA Integrated Accessibility Standards Regulation - TTC Compliance Status

IASR Section Requirement	Steps to Compliance	Compliance Status	Implementation Notes
38 - Fares, support persons	<ul style="list-style-type: none"> • Eliminate the fare for a Support Person who is accompanying a passenger with disabilities on conventional or specialized services. • Develop support person criteria. 	Compliant	<ul style="list-style-type: none"> • Support person criteria was developed and fares are not charged to Support Persons.
39 - Transition existing contracts	<ul style="list-style-type: none"> • Existing contracts for rail vehicle and bus purchases signed prior to July 1, 2011 are exempt from meeting the technical requirements outlined in the standard. • The TTC has existing contracts for rail vehicles and bus purchases that were signed before July 1, 2011. 	Compliant	<ul style="list-style-type: none"> • Although exempted, given that contracts were signed prior to 2011, efforts are made to comply on Toronto Rocket subway cars and low-floor streetcars.
40 - Transition existing vehicles	<ul style="list-style-type: none"> • Any vehicles that are retrofitted must include modifications to meet the technical requirements of the Standard, except those that would impact the structural integrity of the vehicle. 	Compliant	<ul style="list-style-type: none"> • The TTC does not plan to retrofit any vehicles that do not currently meet the technical requirements outlined in the IASR.
41 - Accessibility plans, conventional transportation services	<ul style="list-style-type: none"> • A process for managing, evaluating, and acting on customer feedback is in place and the TTC holds an annual public meeting on accessibility issues. 	Compliant	<ul style="list-style-type: none"> • The TTC acts on customer feedback provided through the annual Public Forum on Accessible Transit, by ACAT, and through Customer Service Complaints, addressing individual complaints where possible, and incorporating longer-term initiatives into the multi-year accessibility plan.

Attachment 4 - AODA Integrated Accessibility Standards Regulation - TTC Compliance Status

IASR Section Requirement	Steps to Compliance	Compliance Status	Implementation Notes
42 - Accessibility plans, specialized transportation services	<ul style="list-style-type: none"> • Identify the process for estimating the demand for specialized services in the accessibility plan. • Develop steps to reduce wait times for specialized transportation services. 	Compliant	<ul style="list-style-type: none"> • Over the term of this Plan, Wheel-Trans will continue to take steps to reduce wait times for transit services by continuing to upgrade the scheduling and dispatching software to provide the customer with a more precise trip time based on various conditions, such as road closures, weather, and traffic conditions.
43 - Accessibility plans, conventional and specialized transportation services	<ul style="list-style-type: none"> • Procedures with respect to accessibility equipment failures on vehicles detailed in the accessibility plan. • Incorporate existing procedures into the plan. 	Compliant	<ul style="list-style-type: none"> • These procedures have been incorporated into the TTC accessibility plan since 2013.
44 - General responsibilities	<ul style="list-style-type: none"> • Operators deploy ramps and lifts upon request. • Operators ensure that customers with disabilities have adequate time to board and be secured with assistance provided upon request. 	Compliant	<ul style="list-style-type: none"> • Bus and Streetcar Operators deploy ramps on request and provide adequate boarding time. Customers are secured on request on buses. Training is embedded within initial hire, recertification, and requalification training programs.
45 - Alternative accessible method of transportation	<ul style="list-style-type: none"> • Section applies only to conventional service providers who do not also provide specialized service. 	N/A	<ul style="list-style-type: none"> • N/A – not applicable as the TTC provides both types of services.
46 - Fares	<ul style="list-style-type: none"> • Transit providers cannot charge customers with a disability a higher fare than customers without a disability. 	Compliant	<ul style="list-style-type: none"> • The TTC does not charge a higher fare for customers with disabilities.

Attachment 4 - AODA Integrated Accessibility Standards Regulation - TTC Compliance Status

IASR Section Requirement	Steps to Compliance	Compliance Status	Implementation Notes
47 - Transit stops	<ul style="list-style-type: none"> • Drop off customers with disabilities at the closest available safe location should their desired stop be inaccessible. • Operators promptly report any temporarily inaccessible stop or temporary barrier to the appropriate authority. 	Compliant	<ul style="list-style-type: none"> • Bus Operators are trained to drop off customers at the closest available safest location should their desired stop be inaccessible. Streetcars cannot stop between stops due to curb ramp and/or platform requirements. Training is embedded within each module of the initial hire, recertification, and requalification training programs.
48 - Storage of mobility aids and mobility assistive devices	<ul style="list-style-type: none"> • The TTC does not provide storage locations for mobility aids and devices. 	N/A	<ul style="list-style-type: none"> • N/A as the TTC does not provide storage locations for mobility aids and devices and does not have vehicles with separate baggage compartments outside the passenger compartment.
49 - Courtesy seating	<ul style="list-style-type: none"> • Every public transit vehicle has designated seating for people with disabilities only, which is clearly marked as such, as close as practicable to the front door. • Develop a communications strategy designed to inform the public about the purpose of courtesy seating. 	Compliant	<p>All TTC vehicles have Priority Seating marked by decals inside the vehicle. As a further improvement, the TTC has retrofitted all Priority Seats with blue seat fabric.</p> <ul style="list-style-type: none"> • The TTC has an ongoing communications campaign to communicate the purpose of its Priority Seating areas through public address announcements, posters in subway stations and onboard vehicles, on the TTC website, and via other means.

Attachment 4 - AODA Integrated Accessibility Standards Regulation - TTC Compliance Status

IASR Section Requirement	Steps to Compliance	Compliance Status	Implementation Notes
50 - Service disruptions	<ul style="list-style-type: none"> • During a service disruption that is known in advance, make alternative arrangements that are accessible, or alternate accessible arrangements that are made for customers with disabilities. • Information on alternate arrangements is communicated in a manner that takes into account the person's disability. 	Compliant	<p>During a planned subway disruption, Wheel-Trans buses are deployed, as needed. Shuttle buses can also be diverted to transport customers with disabilities to the next available accessible station.</p> <ul style="list-style-type: none"> • During a routine planned bus disruption, a Wheel-Trans bus is not allocated to the end points of the bus shuttle. If the bus shuttle is large in scale, situational assessments are conducted and special arrangements made, if required.
51 a) - Pre-boarding announcements	<ul style="list-style-type: none"> • Pre-boarding verbal announcements of the route, direction, destination or next major stop are made, on request. 	Compliant	<ul style="list-style-type: none"> • Bus and Streetcar Operators provide information on request to customers prior to boarding.
51 b) - Pre-boarding announcements	<ul style="list-style-type: none"> • Pre-boarding automated announcements of the route, direction, destination or next major stop must be made. 	Compliant	<ul style="list-style-type: none"> • Electronic pre-boarding route/destination announcements are available on all TTC buses, streetcars, and subway trains.
52 a) - On-board announcements	<ul style="list-style-type: none"> • On-board verbal announcements of destination points or available route stops are made, while the vehicle is being operated. 	Compliant	<ul style="list-style-type: none"> • The TTC Next Stop announcement system has been fully implemented. Monthly audits are conducted to ensure compliance. Operators are trained to announce next major stops if the automated system fails.

Attachment 4 - AODA Integrated Accessibility Standards Regulation - TTC Compliance Status

IASR Section Requirement	Steps to Compliance	Compliance Status	Implementation Notes
52 b) - On-board announcements	<ul style="list-style-type: none"> On-board automated announcements of destination points or available route stops must be made while the vehicle is being operated, audibly and visually. 	Compliant	<ul style="list-style-type: none"> Automated audible and visual on-board announcements are made in all buses, streetcars, and Toronto Rocket subway cars. Audible announcements are made in all remaining subway cars, however, all stops are clearly marked on station walls and in-car maps.
53 - Grab bars, handholds, handrails, stanchions	<ul style="list-style-type: none"> Provide for grab bars and stanchions throughout the vehicle to assist persons with disabilities. 	Compliant	<ul style="list-style-type: none"> All TTC vehicles include grab bars and stanchions.
54 - Floors and carpeted surfaces	<ul style="list-style-type: none"> Provide flooring on-board public transportation vehicles that is slip resistant and produces minimal glare. If carpeted, be of low pile and securely fastened. 	Compliant	<ul style="list-style-type: none"> All TTC vehicles include slip-resistant flooring that minimizes glare.
55 - Allocated mobility aid spaces	<ul style="list-style-type: none"> Provide two allocated mobility aid spaces on board public transit vehicles as specified, both of which must meet the space requirements set out in the Regulation. Spaces equipped, as appropriate, with securement devices. 	Compliant	<p>Two mobility device spaces are provided on all new TTC vehicles.</p> <ul style="list-style-type: none"> Securement devices are provided on buses. The TTC does not believe that these devices are "appropriate" for rail vehicles and ACAT is in agreement.
56 - Stop requests and emergency response controls	<ul style="list-style-type: none"> Ensure accessible stop request controls are located throughout buses and streetcars. Ensure accessible emergency response controls are located throughout subway cars. 	Compliant	<p>All new buses and streetcars have accessible push button stop controls throughout the vehicles.</p> <ul style="list-style-type: none"> All Toronto Rocket subway cars have lowered accessible emergency response controls at the mobility device seating locations.

Attachment 4 - AODA Integrated Accessibility Standards Regulation - TTC Compliance Status

IASR Section Requirement	Steps to Compliance	Compliance Status	Implementation Notes
57 - Lighting features	<ul style="list-style-type: none"> • Provide adequate lighting at all customer access doors on public transit vehicles. 	Compliant	<ul style="list-style-type: none"> • Lighting is provided at all customer access doors on new TTC vehicles.
58 - Signage	<ul style="list-style-type: none"> • Provide vehicle signage that is consistently located, glare free, high contrast and visible at the customer boarding point. 	Compliant	<ul style="list-style-type: none"> • Signage on new TTC vehicles complies with the requirements of the standard.
59 - Lifting devices, ramps	<ul style="list-style-type: none"> • Equip lifting devices and ramps on public transit vehicles with the appropriate safety features. 	Compliant	<ul style="list-style-type: none"> • Ramps on all applicable TTC vehicles comply with the requirements of the standard.
60 - Steps	<ul style="list-style-type: none"> • Ensure that any steps on board public transit vehicles are uniform and are outfitted with the appropriate safety features. 	Compliant	<ul style="list-style-type: none"> • Buses have steps in the rear that are identified using a high visibility yellow inlay on the leading edge.
61 - Indicators and alarms	<ul style="list-style-type: none"> • Ensure that ramps and/or lifting devices on public transit vehicles are equipped with appropriate safety features. 	Compliant	<ul style="list-style-type: none"> • Indicators and warning alarms on all applicable TTC vehicles comply with the requirements of the standard.

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IASR Section Requirement	Steps to Compliance	Compliance Status	Implementation Notes
63 - Categories of eligibility for specialized services	<ul style="list-style-type: none"> • Establish three categories of eligibility: unconditional, temporary and conditional, as per the Regulation. • Specialized service requests may be denied if the person has the ability to use conventional accessible transit service. 	Compliant	<ul style="list-style-type: none"> • As of January 1, 2017, Wheel-Trans introduced a new application process that implemented three new eligibility categories: temporary, conditional, and unconditional. To ensure that abilities are correctly categorized, customers complete an application form that allows Wheel-Trans to have a better understanding of the customer's abilities. Another tool introduced to assist in this process was conducting a functional assessment by an independent qualified third party for those applications were not clearly determined through the application process. The category of eligibility is based on the information provided in the application and the results of a functional assessment, when completed. Wheel-Trans is currently re-registering all customers who were registered prior to January 1, 2017.
64 - Specialized service eligibility application process	<ul style="list-style-type: none"> • Determine eligibility within 14 days or provide temporary eligibility. • Establish an independent appeal process. 	Compliant	<ul style="list-style-type: none"> • Our process allows us to determine eligibility within 14 days or provide temporary eligibility. An independent appeal process is in place.
65 - Specialized service on emergency or compassionate grounds	<ul style="list-style-type: none"> • Provide service earlier than 14 days when services are required on emergency or compassionate grounds. 	Compliant	<ul style="list-style-type: none"> • Our process allows us to provide service earlier than 14 days when services are required on emergency or compassionate grounds.

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IASR Section Requirement	Steps to Compliance	Compliance Status	Implementation Notes
66 - Fare parity	<ul style="list-style-type: none"> • Ensure that there is fare parity between conventional and specialized transportation services. • Same fare payment options are available for all services, with alternate options available for people who cannot use a fare payment option because of their disability. 	Compliant	<ul style="list-style-type: none"> • The TTC has fare parity between its conventional and Wheel-Trans services. • Bus Operators are permitted to assist customers with disabilities with depositing fares in the farebox. New PRESTO vending devices are equipped with accessibility features.
67 - Visitors on specialized services	<ul style="list-style-type: none"> • Make specialized services available to visitors who are eligible for specialized services where they reside, or who meet Wheel-Trans eligibility requirements. 	Compliant	<ul style="list-style-type: none"> • Specialized services are available for visitors, on request.
68 - Origin to destination of specialized service	<ul style="list-style-type: none"> • Provide origin to destination services, which may include services on conventional transit. 	Compliant	<ul style="list-style-type: none"> • Wheel-Trans provides origin to destination services to eligible customers.
69 - Co-ordinated specialized services between municipalities	<ul style="list-style-type: none"> • Facilitate connections between specialized services in adjacent municipalities. 	Compliant	<ul style="list-style-type: none"> • Cross-boundary committee meets five times per year and sets clear goals and objectives for providing a seamless cross-boundary experience. The TTC and other GTHA specialized transit providers have agreed to eliminate the requirement for a formal application process when eligible riders using mobility aids wish to use the specialized service of another GTHA jurisdiction.
70 - Hours of specialized services	<ul style="list-style-type: none"> • Specialized service will, at a minimum, have the same hours of service as conventional services. 	Compliant	<ul style="list-style-type: none"> • Wheel-Trans service is available 24/7/365.

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IASR Section Requirement	Steps to Compliance	Compliance Status	Implementation Notes
71 - Specialized services booking arrangements	<ul style="list-style-type: none"> • Provide same-day bookings, if possible, otherwise accept booking requests up to three hours before the end of service of the previous day. • The reservation process must be accessible. 	Compliant	<ul style="list-style-type: none"> • Reservation requests will be accepted up to the close of reservation lines for next-day service. Same-day service is provided to accessible Family of Services routes with four hours' notice.
72 - Specialized services - trip restrictions	<ul style="list-style-type: none"> • No limits on the number of trips an eligible person is able to request. • Policies regarding consistent no-shows or cancellations must be reasonable. 	Compliant	<ul style="list-style-type: none"> • There are no limits on the number of trips an eligible person is able to request. Our policies regarding consistent no-shows and cancellations are reasonable.
73 - Specialized services - service delays	<ul style="list-style-type: none"> • Provide information on the duration of service delays (30 minutes or greater after the scheduled pickup time). 	Compliant	<ul style="list-style-type: none"> • Wheel-Trans provides customers with information on prolonged service delays.
74 - Companions and children on specialized service	<ul style="list-style-type: none"> • Allow companions to travel with persons with disabilities if space is available. • Allow dependents to travel with a person with a disability who is the parent/guardian of the dependent if appropriate child restraint securement systems and equipment are, if required, available. 	Compliant	<ul style="list-style-type: none"> • One Support Person or companion or all dependent children may travel with people with disabilities from Monday to Friday. As many companions as space is available for may travel with people with disabilities on weekends.
80.21 - 80.31 - Exterior Paths of Travel	<ul style="list-style-type: none"> • Incorporate accessibility requirements into new or redeveloped exterior paths of travel, including ramps, stairs, curb ramps, depressed curbs, accessible pedestrian signals, and rest areas. 	Compliant	<ul style="list-style-type: none"> • Changes have been made to TTC Design Standards to comply with these requirements.

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IASR Section Requirement	Steps to Compliance	Compliance Status	Implementation Notes
80.32 - 80.38 - Accessible Parking	<ul style="list-style-type: none"> • Incorporate accessible parking requirements into new or redeveloped off-street parking facilities. 	Compliant	<ul style="list-style-type: none"> • Changes have been made to TTC Design Standards to comply with these requirements.
80.40 - 80.43 - Obtaining Services	<ul style="list-style-type: none"> • All newly constructed service counters and fixed queuing guides must incorporate accessibility requirements. • All newly constructed or redeveloped waiting areas must incorporate accessibility requirements. 	Compliant	<ul style="list-style-type: none"> • All newly constructed service counters and fixed queuing guides will comply.
80.44 - Maintenance	<ul style="list-style-type: none"> • Include procedures for preventative and emergency maintenance of the accessible elements in s. 80 and procedures for temporary disruptions of accessible elements in the multi-year accessibility plan. 	Compliant	<ul style="list-style-type: none"> • The TTC's policy for "Preventative and Emergency Maintenance of Accessible Elements in Public Spaces" is available in the Accessibility Policies section of the TTC website.
80.46 - 80.51 - Accessible Customer Service	<ul style="list-style-type: none"> • Use reasonable efforts to ensure that policies governing the provision of goods, services and facilities are consistent with the principles outlined in the AODA Customer Service Standards. 	Compliant	<ul style="list-style-type: none"> • The TTC's Accessible Customer Service Policy is available on the TTC website and details TTC policies regarding communications, assistive devices, service animals, Support Persons, notice of service disruptions, training, feedback, and accessible formats and communications supports.

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Accessibility Equipment Failures (Section 43)

Recognizing that accessibility features onboard our vehicles can make the difference between being able to travel or not, the TTC is committed to ensuring that they are functional at all times.

All Vehicles

The TTC is committed to ensuring that the automated Next Stop announcements on buses, streetcars and subway trains are functional for use at all times. In situations where the system fails on route, Operators are trained and required to announce all stops verbally, until the system is repaired.

Buses

All TTC buses are equipped with a ramp that can be deployed for anyone, on request. The TTC is working to increase the reliability of this equipment. In addition, hooks have been installed on all buses to allow the Operator to assist the hydraulic motor when the ramp is unable to start its deployment due to dirt and ice. The purpose of the hook is not to deploy the ramp manually, rather it is to help the motor by breaking any seal created by debris around the edge of the ramp in the bus. If the ramp will not deploy with the assistance of the hook, it is malfunctioning, and the defect will be reported and repaired. The Operator will immediately advise a Supervisor who will advise the next bus arriving that a customer using a mobility device is at the stop and was unable to board the earlier bus. Repairs to the ramp mechanism are then made in the garage at the end of the day.

Ramp serviceability is checked in several ways. Operators must cycle the ramp during their circle check before leaving the garage. If it will not deploy as intended, the bus does not go out into service until it is repaired. If a ramp is deployed in service and will not stow properly, the bus is taken out of service and maintenance crews are assigned to attend to the bus. Within the garage, the preventive maintenance program assesses ramp functionality and structural integrity every 10,000 km as well as during the comprehensive Semi-Annual Inspection every six months. Defects found during any of these inspections are repaired before the bus is released again for service.

Streetcars

Ramp:

All TTC low-floor streetcars are equipped with an accessibility ramp in the second section of the vehicle. The ramp can be deployed in one of two positions depending on the location: the full ramp is to be deployed at all on-street locations in mixed traffic, while the half ramp is to be deployed on island stops (e.g. Spadina Avenue) and some stations (e.g. Spadina Station). The ramp can be deployed for anyone, on request, and Operators are trained to observe each stop for customers who may be in need of the ramp.

In the event of a ramp failure, Operators can deploy the ramp manually to assist customers exiting the vehicle. For customers intending to enter the vehicle, the Operator will contact Transit Control to determine the expected wait time for the next vehicle and communicates the situational information to the customer(s). If the next streetcar is not expected to arrive within a reasonable amount of time, arrangements will be made with a mobile Supervisor or with Wheel-Trans to assist the customer(s).

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The ramp will then be isolated and stowed manually, with the streetcar remaining in service until a replacement vehicle can be provided.

The ramp serviceability is checked by vehicle maintenance staff daily during the “pre-service” inspection prior to departing the yard for service. Preventative maintenance on the ramp is performed twice a year. A more involved yearly inspection also takes place, along with a full removal, cleaning, greasing, and re-assembly every two years.

External Route Announcement and Automated Stop Calling Systems:

Automated systems exist on streetcars that announce route, direction, and destination information externally to customers waiting at stops (i.e. External Route Announcement), and the next service stop internally (i.e. Automated Stop Calling). In the event of a failure of either of these systems, Operators are to verbally call all stops and destinations using the exterior and interior announcement system. The streetcar will remain in service until a replacement vehicle can be provided through Transit Control.

The External Route Announcement system is checked daily as part of the Operator “circle check” and by vehicle maintenance staff during the vehicle’s “pre-service” inspection prior to departing the yard for service. This system is also inspected more thoroughly on an annual basis. The Stop Calling System can only be checked on the streetcar network when the streetcar approaches a stop. Both systems are repaired post-operating day in the event of a failure.

Flashing Door Lights/Chimes:

All streetcars have a flashing door light/chime system on each set of doors. These are used to distinguish between door opening/closing via audible and visual means.

The chimes and lights are inspected by vehicle maintenance staff during the daily streetcar “pre-service” inspection prior to departing the yard for service. The car will not be made available for service if two of the four sets of chimes/lights are not in working order. The lights/chimes are also reviewed each morning by Operators prior to departing the yard. If a failure occurs on a single door while in service, the vehicle may remain in service until a replacement vehicle can be provided through Transit Control. Operators are able to notify passengers with verbal warnings that the doors will be closing through interior/exterior announcements. The door lights/chimes are also inspected bi-monthly as a part of the door preventative maintenance program.

Subway

Subway trains are inspected daily to ensure that audible and visual announcements, including door chimes, are functional.

Subway trains are immediately removed from service if:

- Station stop announcements fail and verbal announcements cannot be made.
- Audible or visual interior announcements are not functioning in two or more train cars.

Subway trains are removed from service after one round trip if:

- Verbal station stop announcements are able to be made, but the automated system is unable to be repaired on route.
- Audible interior announcements are not functioning in any one car.
- Destination signs defective (train removed from service at the nearest end terminal).