



2021 Accessibility Plan Status Update

Date: May 12, 2021
 To: TTC Board
 From: Chief Strategy and Customer Officer

Summary

This report describes the TTC's progress towards achieving the objectives of the *2019-2023 TTC Multi-Year Accessibility Plan* ("Accessibility Plan"). The *Accessibility Plan* identified 47¹ specific objectives to improve the accessibility of TTC services and facilities by 2023. Twenty-one of these objectives have been completed to date and another five are planned by year-end 2021.

Significant *Accessibility Plan* accomplishments from 2019 to 2021 to date include:

- ✓ Operating all streetcar routes with accessible, low-floor vehicles;
- ✓ Upgrading seven subway stations with elevators, power-operated doors and modern wayfinding signage: Royal York, Wellesley, Chester, Dupont, Runnymede, Wilson and Bay;
- ✓ Beginning Easier Access construction at: Keele, Lansdowne, Sherbourne, Donlands and College stations;
- ✓ Installing upgraded platform edge tiles to reduce the gap between subway trains and platforms at: St George, Eglinton, St Clair, Finch, Queen and Dundas Stations;
- ✓ Revised entrance connection policy requirements to ensure that new third-party entrances best meet the needs of TTC customers;
- ✓ Trialling new tactile and braille wayfinding features; and
- ✓ Opening 16 Wheel-Trans Access Hubs across the city.

Major planned accessibility initiatives by the end of 2021 include:

- Completing Easier Access accessibility upgrades at three additional subway stations;
- Continuing platform edge tile upgrades at up to 11 additional subway station platforms; and
- Launching a new Wheel-Trans mobile app.

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

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

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

Recommendations

It is recommended that the Board:

1. Receive this report for information.

Financial Summary

This report has no additional capital financial impact beyond what has been approved in the 2021-2030 Capital Budget and Plan.

The TTC continues to work to provide a barrier-free transit system in support of the AODA's goal of an accessible Ontario by 2025. Life-to-date costs to the end of 2020 for several projects in support of this goal, summarized in Table 1, total \$536 million. To continue work on these projects and achieve a modern, inclusive and accessible transit system for all, funding of \$824.1 million has been approved in the 2021-2030 TTC Capital Budget and Plan. These projects, described in Table 1, will improve the accessibility of TTC facilities and vehicles for all customers.

Table 1: Accessibility Projects in 2021-2030 TTC Capital Budget & Plan

Project Name	Description	Life to Date Costs	2021-2030 Capital Plan
		(\$ Millions)	
Easier Access Phase III	Accessibility retrofits at subway stations, including elevators and associated architectural, structural, mechanical and electrical modifications.	\$392.8	\$693.0

Project Name	Description	Life to Date Costs	2021-2030 Capital Plan
		(\$ Millions)	
Easier Access Phase 4 Study	Study to evaluate and provide recommendations regarding long-term need for redundant elevators at key subway stations.	\$0.1	\$0.7
Elevator Overhaul	Removal and replacement of elevator units with more dependable equipment to ensure reliable service for customers.	\$18.0	\$8.1
Escalator Replacement	Replace escalators throughout the subway system that have exceeded their useful operating life.	\$11.5	\$23.4
Platform Edge Tile Replacement	End-of-life replacement of subway platform edge tiles, including accessibility improvements to reduce horizontal and vertical gaps.	\$1.2	\$3.5
Station Tactile Wayfinding Upgrade	Upgrade centre platform wayfinding tiles to ISO standards and add tactile attention indicator tiles at top of stairs.	\$0.1	\$4.0
Bus Stop Accessibility Improvements	Construction/installation of new accessible concrete pads at bus stops.	\$8.3	\$16.2
Streetcar Stop Accessibility Improvements	Modification of existing streetcar platforms and installation of new curb ramps at streetcar stops to accommodate accessible streetcar ramp deployment.	\$50.6	\$4.3
Wheel-Trans Transformation Program	Continued implementation of a comprehensive program to deliver aspects of the Wheel-Trans 10-Year Strategy, composed of 13 wide-ranging initiatives.	\$28.2	\$22.9
Purchase of Wheel-Trans Buses	Acquiring new buses to replace the existing "Friendly" bus fleet (mini 20').	\$25.2	\$48.0
Total		\$536.0	\$824.1

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

Equity/Accessibility Matters

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

The *Accessibility Plan* describes 47 specific initiatives that the TTC is working towards completing in order to achieve a modern, inclusive and accessible transit system for all. The TTC's commitment to providing accessible transit is also at the forefront of its *2018-2022 Corporate Plan*.

The TTC develops, reviews and updates its accessibility initiatives in consultation with seniors and people with disabilities, particularly by consulting throughout the year with members of the Advisory Committee on Accessible Transit (ACAT). ACAT's advice over the last year resulted in improvements to numerous aspects of the TTC's service delivery, including "Easier Access" subway station retrofits, accessibility education for customers, frontline staff training, third-party entrance connections and Wheel-Trans policy changes. ACAT also provides advice to City of Toronto staff on transit-related matters.

During the COVID-19 pandemic, the TTC continues to work with ACAT to ensure that customers with disabilities and seniors are accommodated on all transit services during the restart and recovery process. The TTC resumed regularly scheduled ACAT activities in mid-2020 in the form of virtual and call-in meetings. Since then ACAT has provided advice on a range of pandemic-related matters, including communications campaigns, Wheel-Trans service changes and automated audible and visual information announcements. In-person ACAT activities will resume when larger gatherings are recommended by the Province and Toronto Public Health.

In addition, during the pandemic, the TTC held its first Virtual Public Forum on Accessible Transit. The ideas and suggestions presented by individuals who participated in the Forum have significantly influenced the TTC's planned accessibility initiatives, as described further in section 2.4.1 below.

Decision History

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

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

The *2020 Accessibility Plan Status Update* and the *Easier Access Phase III Project Status* reports were approved by the Board at its July 14, 2020 meeting:

[https://www.ttc.ca/About the TTC/Commission reports and information/Commission meetings/2020/July 14/Reports/6 2020 Accessibility Plan Status Update.pdf](https://www.ttc.ca/About%20the%20TTC/Commission%20reports%20and%20information/Commission%20meetings/2020/July%2014/Reports/6%202020%20Accessibility%20Plan%20Status%20Update.pdf)

[http://www.ttc.ca/About the TTC/Commission reports and information/Commission meetings/2020/July 14/Reports/7 Easier Access Phase III Project Status Report.pdf](http://www.ttc.ca/About%20the%20TTC/Commission%20reports%20and%20information/Commission%20meetings/2020/July%2014/Reports/7%20Easier%20Access%20Phase%20III%20Project%20Status%20Report.pdf)

Issue Background

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

COVID-19 Pandemic Response: Accessibility

During the COVID-19 pandemic and the restart and recovery process, the TTC has ensured that customers with disabilities and seniors are being accommodated on all of our transit services. Throughout the subway system, physical distancing markers have been added on trains, on platforms, in stations, including on elevators, and accessible hand sanitizing stations have been installed in multiple areas. An extensive communications campaign is in place in the subway system, including advertising posters, video screen information, and automated audible announcements, to advise customers on pandemic-related safety measures.

On streetcars, ramps are available for anyone who requires them, and Operator assistance remains available, if needed. On buses, use of the front-door ramp and kneeling features are available for anyone who requires them, and mobility device securement continues to be safely offered, on-request. All buses have been temporarily modified so that external route and destination announcements include information about mask requirements, and these announcements play when either the front or rear door(s) of a bus are opened.

The TTC recommended that Wheel-Trans customers only take essential trips during the COVID-19 pandemic, especially when stay-at-home orders were in place. Direct, single customer rides have been offered in an effort to maintain physical distancing. Resumption of shared ride services, starting incrementally with larger vehicles, will be evaluated with increasing ridership as the restart and recovery process continues. Health screening and controls, including a pre-trip health questionnaire for customers and mandatory personal protective equipment for Operators, are in place to ensure the safety of both customers and Operators.

All TTC customers and employees are required to wear face coverings while on the transit system for the duration of the pandemic, with the exception of children under two and those who cannot wear them due to a medical condition.

During the pandemic, the TTC is closely monitoring service levels, including revising schedules and levels of service to better match capacity with demand on bus, streetcar and subway routes to help ensure that vehicles are not overcrowded, as well as scheduling demand responsive buses to supplement service as needed, including to vaccination clinics as required. The TTC has also partnered with transit trip planning mobile apps, Rocketman and Transit to provide real-time bus occupancy information to help customers plan and take their trips. Customers are able to see the volume of passengers on vehicles approaching their stop to help choose which vehicle they're most comfortable boarding.

The TTC has also been taking advantage of reduced customer demand to accelerate important Easier Access station retrofit projects in order to complete elevator installations and other accessibility improvements faster.

Comments

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

Of these 47 objectives:

- 21 have been completed to date;
- 21 are in progress, including five that are planned to be completed by the end of 2021; and
- Five are ongoing activities with no set end date.

The status of each of the objectives is described below.

1. Previously Completed Items

Fifteen objectives outlined in the *Accessibility Plan* were previously completed as described in the *2020 Accessibility Plan Status Report*.

2019-2023 Multi-Year Accessibility Plan Objective	Year
Complete Easier Access accessibility retrofit work at Royal York Station.	2019
Begin Easier Access construction at four additional stations in 2019.	2019
Begin to retrofit subway platforms to mitigate the platform gap issue at affected stations.	2019

2019-2023 Multi-Year Accessibility Plan Objective	Year
Study additional seating requirements at strategic locations in subway stations.	2019
Retire all high-floor streetcars from regular service.	2019
Complete the VISION system rollout on buses.	2019
Complete the deployment of pre-boarding announcements on the subway network.	2019
Complete Line 3 train retrofits as an interim measure until the Scarborough Subway Extension opens.	2019
Trial tactile signs at transit stops.	2019
Launch a new Streetcar Operator refresher training course, with the assistance of ACAT members.	2019
Begin a study for Phase 4 of the Easier Access Program.	2020
Complete delivery of the order of 204 low-floor, accessible streetcars.	2020
Continue to improve the Wheel-Trans telephone trip booking experience.	2020
Prototype new tactile signs at public washrooms.	2020
Rollout PRESTO payment for Wheel-Trans contracted sedan taxis.	2020

Six additional objectives have been completed since the previous *Status Report* as noted below.

2. Implementation Progress: 2019-2023 TTC Accessibility Plan

2.1. Stations and Facilities

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

2.1.1. Elevators and Barrier-Free Paths

Status	2019-2023 Multi-Year Accessibility Plan Objective	Year
Completed	Begin to upgrade centre platform tactile wayfinding paths at subway stations.	2020
In progress	Begin construction at all remaining inaccessible stations.	2023
In progress	Complete Easier Access construction at 20 additional stations by the end of 2023.	2023

Status update: Work is underway to make more subway stations accessible as part of the TTC's Easier Access station accessibility retrofit program. Accessibility upgrades, including elevators, power-operated doors and new signage and wayfinding, were completed at Royal York Station in 2019 and six stations in 2020: Wellesley, Chester, Dupont, Runnymede, Wilson and Bay. Construction also began at College and

Donlands stations in 2020, and is ongoing at Keele, Sherbourne, Yorkdale and Lansdowne stations.

Due to reduced ridership as a result of the COVID-19 pandemic, the TTC took the opportunity to close Chester Station for two weeks in June 2020 in order to accelerate Easier Access construction at that station. However, despite this, the duration of Easier Access construction contracts have been and continue to be impacted by the pandemic. This is largely due to the pandemic's disruptive nature to trades work at construction sites and supply chain issues, which have been mitigated where possible. Further, impacts due to complexities at some stations, including impacts with stairs and escalators, adjacent properties and utility conflicts, have resulted in longer design durations to resolve issues. As such, the TTC expects that elevators will be in service at a total of 16 additional stations between 2020 and the end of 2023, and that construction will start at all remaining inaccessible stations on Lines 1 and 2 by 2023.

The following stations are now expected to be completed in 2024 due to the following reasons:

- Spadina: additional time was required to resolve utility conflicts and relocations.
- King: additional time was required to resolve utility conflicts and relocations.
- Lawrence: additional phasing co-ordination was required due to the complexity of the construction work in order to maintain access between the main entrance, bus terminal and subway platform throughout.
- High Park: additional time was required to revise the design due to constructability issues.

The TTC continues to plan for all of its stations to be accessible by 2025. As was reported to the Board in 2020, while Warden and Islington stations will be very challenging to complete by 2025 due to their unique bus terminal configurations, and because overall site re-development is being co-ordinated with CreateTO, the project team has investigated mitigation strategies to improve the schedule. Changes include constructing the project in phases by separate contracts, advancing the elevator construction associated with the station, and constructing an accessible temporary bus loading area.

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

Table 2: TTC Easier Access Project – Current Station Completion Schedule

Station	Construction Planned to Begin	Elevators In Service (Previous)	Elevators In Service (Revised)
Keele	Underway now	2021	2021
Sherbourne	Underway now	2021	2021
Yorkdale	Underway now	2021	2021
Lansdowne	Underway now	2021	2022
Donlands	Underway now	2022	2022
College	Underway now	2023	2023
Greenwood	Q3 2021	2023	2023
Castle Frank	Q3 2021	2023	2023
Christie	Q3 2021	2023	2023
Summerhill	Q3 2021	2023	2023
Spadina	Q4 2021	2022	2024
Lawrence	Q4 2021	2023	2024
King	2022	2022	2024
High Park	2022	2023	2024
Rosedale	Q3 2021	2024	2024
Glencairn	Q3 2021	2024	2024
Museum	Q4 2021	2024	2024
Old Mill	2022	2024	2024
Warden	2022	2025	2024
Islington	2023	2025	2024

Note: Four Line 3 Stations – Lawrence East, Ellesmere, Midland and McCowan – will not be made accessible as these stations are planned to be closed in 2023 and ultimately replaced by the Scarborough Subway Extension.

The TTC is committed to make it easier for customers to board and alight from subway trains by retrofitting subway platforms so that they meet current TTC standards in terms of height and distance between platforms and trains. The Board has approved a strategy to retrofit subway platform edges to the greatest extent possible by adjusting the elevation of platform edges and installing rubber gap fillers, where practical. To date, work has taken place at: St George, Eglinton, St Clair, Finch, Queen and Dundas stations. It is expected that work will take place on up to an additional 11 platforms in 2021 (should availability of materials permit during COVID-19 pandemic), and more platform edges in future years as funding becomes available.

In 2020, the TTC initiated a prioritization study for Phase 4 of the Easier Access Program (EA4), based on the advice of ACAT. The initial EA4 study is evaluating the priorities for providing additional accessible paths, including secondary elevators, new accessible entrances, and/or other accessibility features at key subway stations, and will serve as the basis for a future feasibility study funding request. The prioritization study will be completed in 2021.

Currently, four subway stations already have a secondary accessible path, while the future Line 5 and planned subway modernization and expansion projects will provide more. The planned EA4 Feasibility Study will review the top 20 stations with no present plans for additional elevators. Building on the data and analysis from the initial EA4 Prioritization Study, the Feasibility Study will look at high-level constructability, property, utility and community issues and prepare order of magnitude estimates to help the TTC determine how to proceed.

The TTC continues to upgrade stairs in the subway system with tactile attention indicator tiles, where these are not already provided at the top of stairs, as part of the Easier Access program. In 2021, work will begin to provide these tiles at stations across the system beyond the Easier Access program. The TTC has also begun to upgrade centre platform tactile guidance tile wayfinding paths. These initiatives are consistent with modern ISO and CSA standards and are expected to improve safety and wayfinding for people with vision loss.

2.1.2. New Station Entrances

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

Status update: The TTC continues to work with property developers adjacent to subway stations, including, Bay, St Patrick, York Mills, Sheppard-Yonge, King, College, Spadina and Dufferin, to provide new-third party accessible entrances and elevators from street level to subway concourse level. As requested by the Board and ACAT in 2019, the TTC has also revised its Entrance Connection Policy requirements to ensure that all new future third-party entrances connecting to TTC subway stations will be accessible and will best meet the needs of TTC customers.

2.1.3. Elevator and Escalator Reliability

Status	2019-2023 Multi-Year Accessibility Plan Objective	Year
Completed	Rebuild four elevators to improve reliability.	2020
In progress	Modernize seven escalators to improve reliability.	2023
In progress	Implement escalator and elevator real-time monitoring system to support Family of Services.	2023

Status update: To improve service reliability for customers, overhauls of one elevator at Bathurst Station, two elevators at Scarborough Centre Station, and one elevator at Kennedy Station were completed in 2020. The TTC also plans to modernize six

escalators at Yorkdale, King and Broadview stations to improve reliability and reduce unplanned outages for our customers who rely on these devices. Modernization of one escalator at Spadina Station was deferred beyond 2023 in the most recent Capital Budget. Development also continues on an escalator and elevator real-time monitoring system.

2.2. Vehicles

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

2.2.1. Low-Floor Streetcars

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

Status update: In 2021-22, the TTC plans to complete its current project to modify existing streetcar platforms and install new curb ramps at streetcar stops, including work to retrofit platforms on Roncesvalles Avenue. However, this is dependent on work being delivered by the City of Toronto. A small number of streetcar stops will remain inaccessible at the present time as work to provide curb ramps or widened platforms will require significant structural roadway changes (e.g., stops on bridges).

2.2.2. Conventional Buses

Status	2019-2023 Multi-Year Accessibility Plan Objective	Year
In progress	Complete an accessibility audit of transit stops.	2021
In progress	Upgrade over 900 bus stops to improve accessibility.	2023
Ongoing	Continue to work with ACAT and bus manufacturers to refine bus designs to maximize accessibility.	N/A

Status update: In 2020, 19 bus stop waiting areas were made accessible and/or upgraded to provide better amenities for our customers as part of the RapidTO project along the Eglinton Avenue East and Kingston Road corridor. The TTC currently has plans to upgrade 180 stops in 2021 for accessibility, and over 400 more bus stops by 2025. An additional 125 stops will be upgraded by the City as part of separate road construction projects or by developers adjacent to transit stops. Approximately 200 stops have been removed from the scope of the stop upgrade project due to the planned consolidation of transit stops to meet service standards by moving stops to safer locations at traffic control signals and pedestrian crossings.

By the end of 2021, the TTC will also audit bus and streetcar stops currently marked as accessible to ensure that their physical condition continues to meet modern requirements, and to provide input into future phases of the TTC’s transit stop improvement program. It is expected that approximately 500 additional stops may be identified as requiring accessibility upgrades as part of this initiative.

The TTC will continue to consult with ACAT to refine bus designs. In 2020, the TTC consulted with ACAT on the TTC’s current trial of three types of battery-electric buses in order to ensure that the accessibility features on these buses met accessibility best practices.

2.2.3. Innovative Transit Vehicle Services

Status	2019-2023 Multi-Year Accessibility Plan Objective	Year
In progress	Trial an on-demand automated shuttle.	2021
In progress	Expand the Community Bus Program, if the pilot project is successful.	2021
In progress	Mobility as a Service (MaaS) and Microtransit concepts will be accessible if these proceed at the TTC.	2023

Status update: As part of the TTC’s *5-Year Service Plan & 10-Year Outlook*, the TTC intends to expand the Community Bus program, in conjunction with key Wheel-Trans initiatives, including Family of Services, customer re-registration and conditional trip matching. The first phase to adjust service on existing Community Bus routes has been deferred as the TTC recovers from the COVID-19 pandemic and is now planned for Q2 2021. The second phase will commence after the above Wheel-Trans initiatives are fully in place.

The City of Toronto, the TTC and Metrolinx, continue to work towards trialling an automated shuttle in the West Rouge community near Rouge Hill GO Station. However, due to the COVID-19 pandemic, the launch of the automated shuttle was delayed to fall 2021, should public health conditions allow. The automated shuttle will comply with accessibility standards.

Included in the TTC’s *5-Year Service Plan & 10-Year Outlook* are Mobility as a Service (MaaS) and microtransit. MaaS is a concept that is expected to provide more travel options for customers; and microtransit is a concept that is expected to provide on-demand first mile/last mile service in areas of the city with limited travel demand.

The TTC’s *2020 Annual Service Plan* identified actions for 2020 to advance MaaS and microtransit work. However, due to the COVID-19 pandemic, both items were deferred to 2021. In 2021, TTC staff will develop a working group with City staff to explore and recommend policy options for MaaS governance to meet the public’s needs. Also in 2021, the TTC will improve connections for customers who use TTC services and high-occupancy microtransit shuttle services. This includes integrating microtransit shuttle schedules with TTC schedules to facilitate trip planning, enhanced wayfinding at stations, and piloting physical parking/circulation improvements at the pick-up-and-drop-off entrance to Don Mills Station. The automated shuttle will serve as a trial to test a microtransit service delivery model.

2.3. Wheel-Trans Services

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

2.3.1. Easier Trip Booking

Status	2019-2023 Multi-Year Accessibility Plan Objective	Year
In progress	Improve technologies such as a mobile app that gives customers more trip booking options.	2021

Status update: Wheel-Trans plans to introduce a new mobile phone app in 2021 in order to provide customers with more flexible options for booking a trip. Testing is currently underway with members of ACAT.

2.3.2. Service Integration

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

Status update: As the conventional system becomes more accessible, it will become possible for many Wheel-Trans customers to transition some, all or parts of their trips to the conventional transit system through the Family of Services program.

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

Wheel-Trans currently has connections to more than 40 bus and streetcar routes, at more than 300 transfer stops across the city, as well as all accessible subway stations. By the end of 2021, Wheel-Trans plans to connect to over 70 routes and approximately 550 transfer stops. We will evaluate whether there is a requirement for additional routes and stops beyond this to improve connections.

Due to the COVID-19 pandemic, mandatory Conditional Trip Matching that was planned to launch in 2020 has been delayed. Customer surveys, along with guidance from Toronto Public Health, will inform the timing of a move to mandatory Conditional Trip Matching. This will be evaluated in Q3 2021.

2.3.3. Access Hubs

Status	2019-2023 Multi-Year Accessibility Plan Objective	Year
Completed	All 16 Access Hubs in service.	2020

Status update:

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

All 16 Access Hubs are now in service, with 14 completed in 2020 and two in prior years. The Access Hubs have been further refined based on feedback from ACAT members, including for example, better placement and sensitivity of wave-activated door opener sensors.

2.4. Customer Experience Initiatives**2.4.1. Equity**

Status	2019-2023 Multi-Year Accessibility Plan Objective	Year
Completed	Trial a new equity-focused consultation process for major transit service changes.	2020
Completed	Trial new equity-based performance measures for transit service.	2020
In progress	Launch the second and third phases of the Fair Pass Discount Program, as funding permits.	2022
Ongoing	Continue to hold an annual Public Forum on Accessible Transit.	N/A

Status update: The TTC trialed a new equity-focused consultation process, and equity-based performance measures, in 2020 during development of the *2021 Annual Service Plan (ASP)*. The equity-focused consultation process involves reaching out to equity-seeking groups during development of major transit service changes to ensure that potential negative impacts are minimized. In 2020, this involved the TTC recruiting local youth leaders as a paid employment opportunity to help seek feedback from members of equity-seeking communities. The trial of equity-based performance measures will involve piloting new services in Neighbourhood Improvement Areas for customers who need our services the most. New periods of operation on the 12D Kingston Road and 86D Scarborough routes were included in the *2021 ASP* as a result.

Phase 2 of the Fair Pass Discount Program, which expanded eligibility to include people receiving Toronto child care subsidies, was launched by the City of Toronto in September 2019. The City is planning to expand Phase 2 eligibility to more residents in 2021. Phase 3, which will further expand eligibility to include all Toronto residents with an income below the Low-Income Measure plus 15% threshold, will be assessed in 2022.

The 13th annual TTC Public Forum on Accessible Transit was held in October 2020. This event was held virtually for the first time. It provided an opportunity for the TTC Board members, senior staff and ACAT members to hear directly from customers with disabilities about their accessibility priorities, questions, feedback commendations, and requests for change in order to inform TTC accessibility improvement initiatives.

Approximately 300 people watched the event live, submitted a question online or called in to listen or ask a question. The video is archived on the TTC’s YouTube Channel, which has had more than 500 views as of April 2021. A summary of the event and TTC responses to customer comments have been made available in the Accessibility section of the TTC website. Given the positive feedback received about the new online and call-in format, and uncertainty about when large in-person gatherings can resume due to the COVID-19 pandemic, the TTC plans to hold the annual Public Forum on Accessible Transit as an online and call-in event in October 2021.

2.4.2. Communications and Awareness

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

Status update: The TTC’s new website is expected to go live in Q2 2021. The new website will meet or exceed WCAG 2.0 accessibility requirements and a training program is underway to ensure that all future content posted to the website is accessible.

The TTC continues to promote Priority Seating and customer courtesy on an ongoing basis and plans to rollout a new communications campaign to support these efforts later in 2021.

2.4.3. Signage and Wayfinding

Status	2019-2023 Multi-Year Accessibility Plan Objective	Year
In progress	Continue to research effectiveness of beacon wayfinding system-wide.	2021

Status update: The TTC continues to work with the CNIB to evaluate the effectiveness of the current beacon wayfinding pilot project at St Clair Station. Next steps and the potential for deploying this technology system-wide as part of the TTC Wayfinding Strategy that is under development will be determined.

2.4.4. Customer Service

Status	2019-2023 Multi-Year Accessibility Plan Objective	Year
Completed	Relocate TTC’s photo ID facility to an accessible location.	2020
In progress	Make TTC’s Lost Articles facility accessible.	2021

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

2.4.5. Complete PRESTO Implementation and Transition

Status	2019-2023 Multi-Year Accessibility Plan Objective	Year
In progress	Provide PRESTO solution for support persons.	2022
Ongoing	Ensure PRESTO satisfies accessibility standards.	N/A

Status update: The TTC will continue to accept the existing TTC Support Person Assistance Card while development continues on the TTC’s *5-Year Fare Policy and 10-Year Fare Collection Outlook*. A solution for support person cards as well as other concession cards are being explored through this work, with expected completion and options for solutions in November 2021.

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

2.4.6. Make Taking Public Transit Seamless

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

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

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

The TTC also continues to update signage and wayfinding to improve accessibility and will continue this work through the new TTC Wayfinding Strategy, which was approved by the Board at the May 2020 meeting. Further details are expected to be reported to the Board by the end of 2021.

3. New Initiatives

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

York Mills Tactile Wayfinding Pilot Project

The TTC is trialling a holistic set of accessibility improvements at York Mills Station, which are intended to improve access for customers with vision loss and customers with limited mobility. These improvements include tactile wayfinding paths to each of the nine bus bays, stop poles with tactile route information modules, new bus bay numbers, and floor decals indicating “first on, last off” accessible waiting areas. Feedback will be

sought from stakeholders in 2021, including ACAT, CNIB and customers of varying abilities, and the results will be used to inform updates to the TTC's Design Standards.

Real-time displays on buses

The TTC is piloting real-time displays on buses that will deliver next stop information, terminal destination timing, courtesy messages and system updates to customers. Pilot testing of the displays has begun with a plan for rollout to 585 compatible TTC buses, including all eBuses, by the end of 2021.

Updating TTC Design Standards

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

4. Ongoing AODA Accessibility Standards Compliance

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

As part of this commitment, the TTC has been working to implement a new website that is accessible to the widest possible audience, and which conforms to the World Wide Web Consortium (W3C) Web Content Accessibility Guidelines (WCAG) 2.0 Level AA, other than success criteria 1.2.4 Captions (Live) and 1.2.5 Audio Descriptions (Pre-recorded), as required by the IASR.

The new website is expected to be operational in Q2 2021. It is currently being improved before launch with the assistance of ACAT to ensure that the accessibility features provided best meet the needs of TTC customers. There will continue to be some legacy documents and web content on the TTC's website that were developed/posted previously, which do not meet the above noted guidelines. However, the TTC will provide these in an accessible format upon request.

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