
TTC Public Forum On **Accessible** Transit



Tonight's Agenda

- **Introductions**
- **ACAT Update**
- **TTC Accessibility Update**
- **Wheel-Trans 10-Year Strategy Update**
- **Your Questions and Comments**

TTC Public Forum On **Accessible** Transit

Introductions

Jaye Robinson
TTC Chair



TTC Public Forum On **Accessible** Transit

Advisory Committee on Accessible Transit

Chair: Igor
Samardzic

Role of Advisory Committee on Accessible Transit (ACAT)

Represents the needs and concerns of TTC riders with disabilities and seniors

Advises TTC Board and TTC staff



ACAT's Work

**Providing advice
and support to
implement:**

COVID-19 related protocols

Family of Services

combination of Wheel-Trans and conventional transit for all or part of a customer's journey.

Elevators at every station

The new Wheel-Trans vehicle

Wheel-Trans Mobile App

Engaging with ACAT

Monthly public meetings

Webex link on the
TTC Website

Last Thursday of
every month

Public deputations
and correspondence
welcome

Get in touch: **acat@ttc.ca** or **416-393-4111**

Become an ACAT Member

ACAT recruits 5 new **volunteer** members every year in September.

Refer to the TTC Website www.ttc.ca/ACAT for more information on the recruitment process.

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TTC Accessibility Update

Matt Hagg
Senior Planner – System
Accessibility



Accessibility Update: COVID-19

What we're doing:

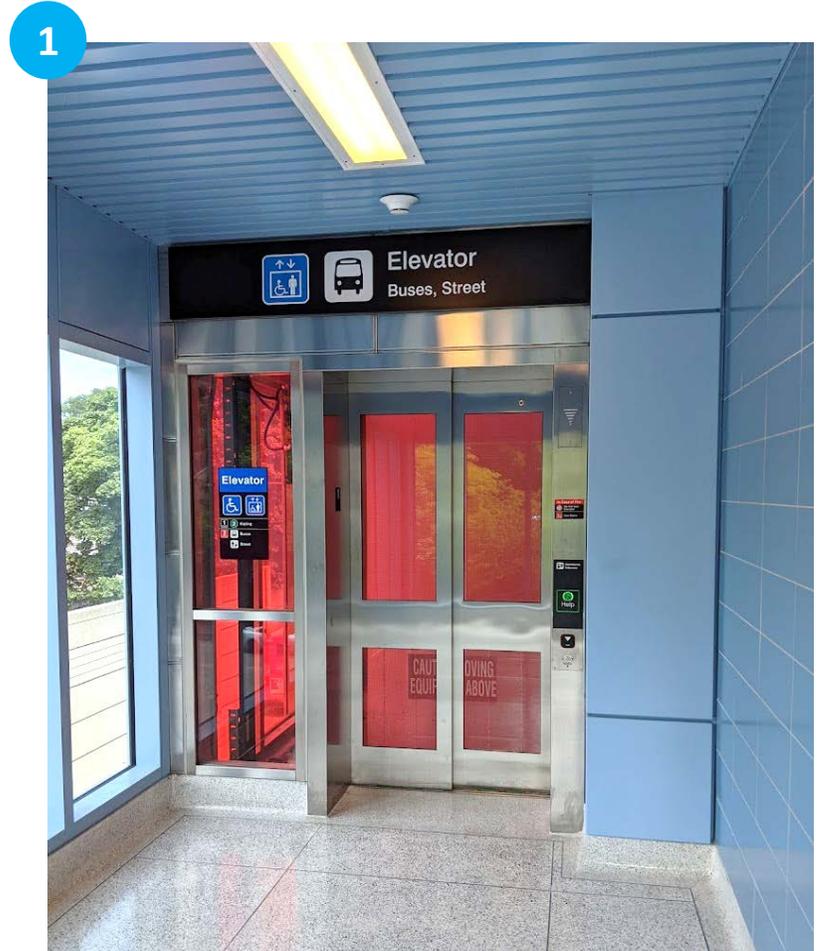
- 1 Vaccines required: employees
- 2 Distance markings
- 3 Real-time crowding info
- 4 Sanitizing stations / vending



Accessibility Update: Subway

What we're doing:

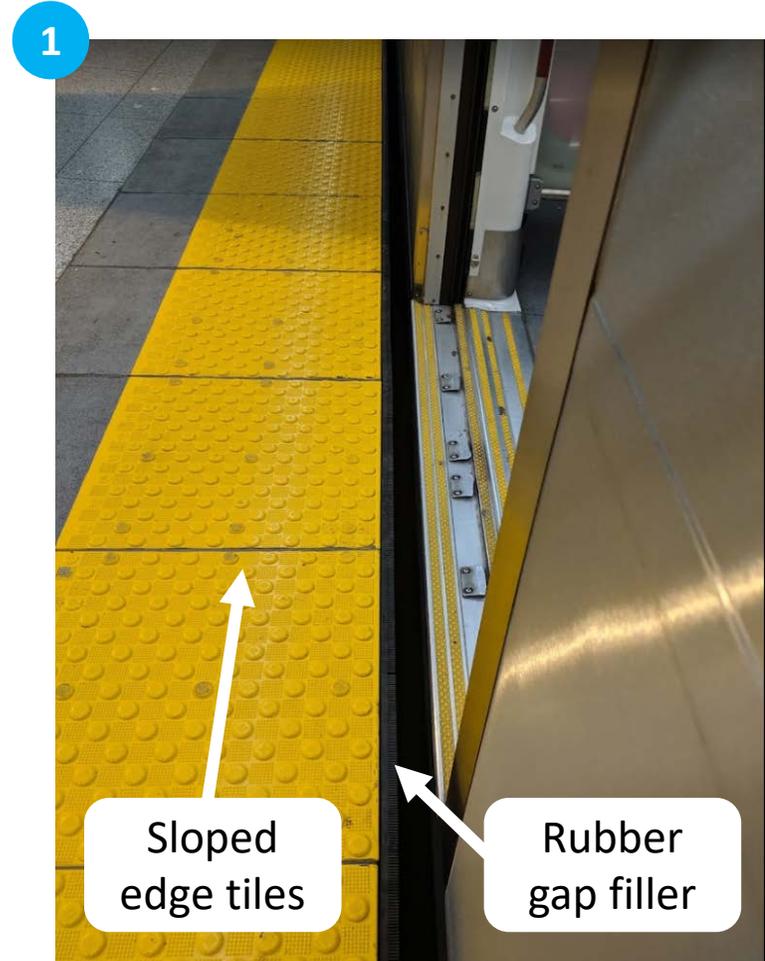
- 1 53 of 75 stations are now accessible
→ 10 stations under construction
- 2 All subway stations accessible by 2025
- 3 Studying further Easier Access improvements
- 4 Consulting on new train designs



Accessibility Update: Subway Platform Gaps

What we're doing:

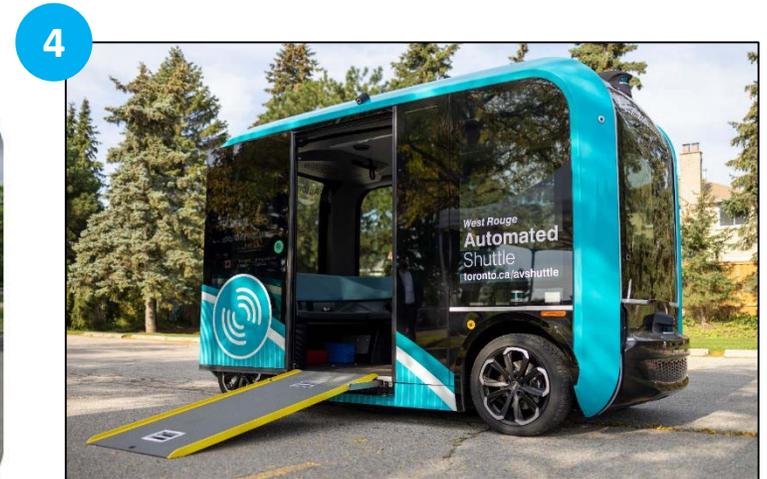
- 1 Reducing platform gaps. By year end:
 - ✓ 10+ platforms with gently sloped edge tiles
 - ✓ 10 platforms with rubber gap fillers



Accessibility Update: Bus

What we're doing:

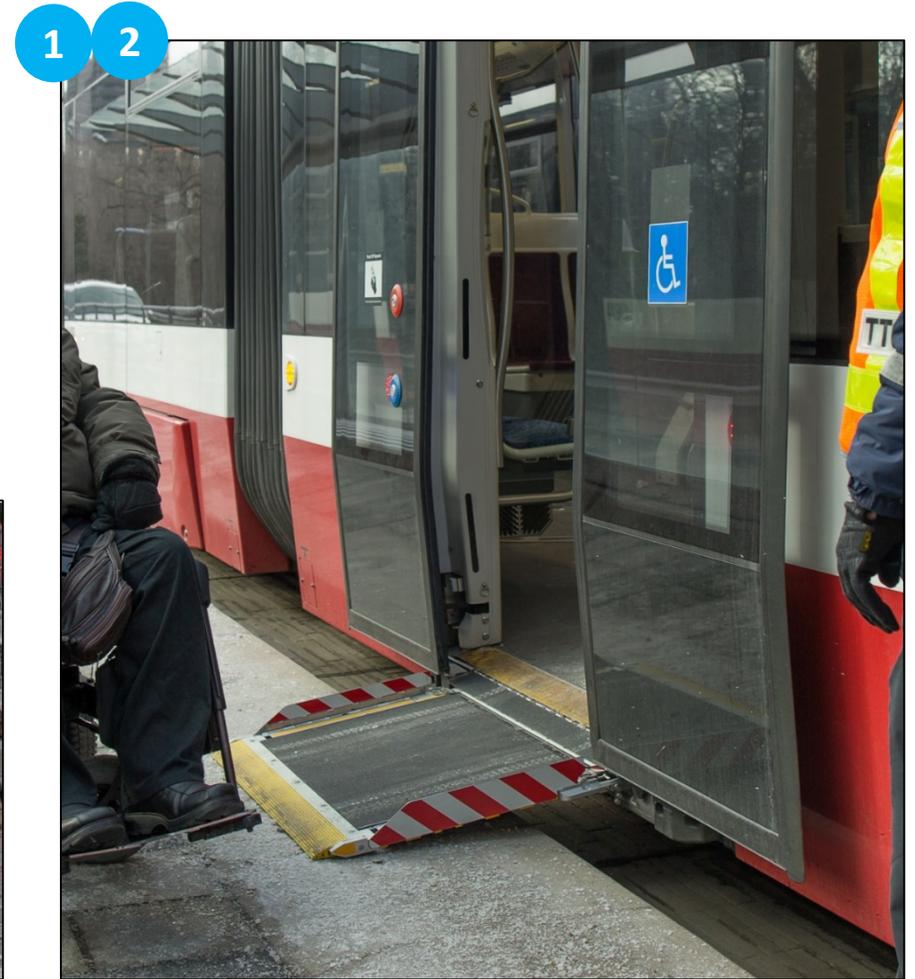
- 1 All buses are low-floor
- 2 More accessible stops
- 3 RapidTO
- 4 Automated shuttle trial
- 5 Free public Wi-Fi trial



Accessibility Update: Streetcar

What we're doing:

- 1 All streetcar routes are accessible
- 2 60 more accessible streetcars on order
- 3 Stop improvements continue



Your feedback

What's next?

- 1 All comments will be reviewed by staff & ACAT
- 2 Responses posted: www.ttc.ca

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**Wheel-Trans 10-Year
Strategy Update**

Dwayne Geddes
Head of Wheel-Trans



COVID-19 impacts and the path forward

Pre-COVID-19	Current State
43,000 active Wheel-Trans customers	26,000+ active Wheel-Trans customers
1,000+ monthly customer applications	500+ monthly customer applications
15,000+ rides on peak days	6,000+ rides on peak days*



*August 2021 data

Wheel-Trans COVID-19 key actions

Customer Procedures

- Implementing mandatory masks policy for customers onboard vehicles
- Providing all customers with solo rides upon booking
- Special Transports for symptomatic/COVID-19-positive customers with Life-Sustaining (dialysis, chemo) trips

Other Safety Measures

- Complimentary distribution of over 1M masks was initiated in July 2020
- Installed protective barriers on all vehicles between Operators and customers
- Equipped all vehicles with sanitizing supplies, including providing Operators with PPE, disinfecting wipes and installing sanitizing dispensers for customers
- Increased vehicle disinfection/cleaning schedule



Introducing the new 7-metre ProMaster bus

- The TTC received the first pilot vehicle on September 15, 2020.
- The TTC Advisory Committee on Accessible Transit completed their review in October 2020.
- 110 of the 7-metre Wheel-Trans buses were ordered, 10 to be received in Q4 2021 and an additional 100 expected throughout 2022.



Family of Services



Family of Services is when a Wheel-Trans customer uses the conventional TTC (bus, streetcar, subway) for all or part of their journey.

Since 2017, we estimate that over 1.7M Family of Services trips were given

Defining eligibility categories

Unconditional

- Always requires door-to-door service

Conditional

- When none of their conditions are present, customer will travel using Family of Services
- Customer receives door-to-door services when one or more of their conditions are present

Temporary

- Requires to door-to-door service for a period of typically 12 months or less



Conditional Trip-Matching

- When you book your trip, you will receive a trip based on your eligibility **conditions** and **abilities**
- Customers with conditional eligibility have the ability to use the conventional TTC when their conditions are not present
- Customers who received conditional eligibility after completing their Wheel-Trans registration will travel using Family of Services in 2022

** This timeline is an estimate and will vary depending on the outlook of the COVID-19 global pandemic. The safety of our customers is always our top priority.*



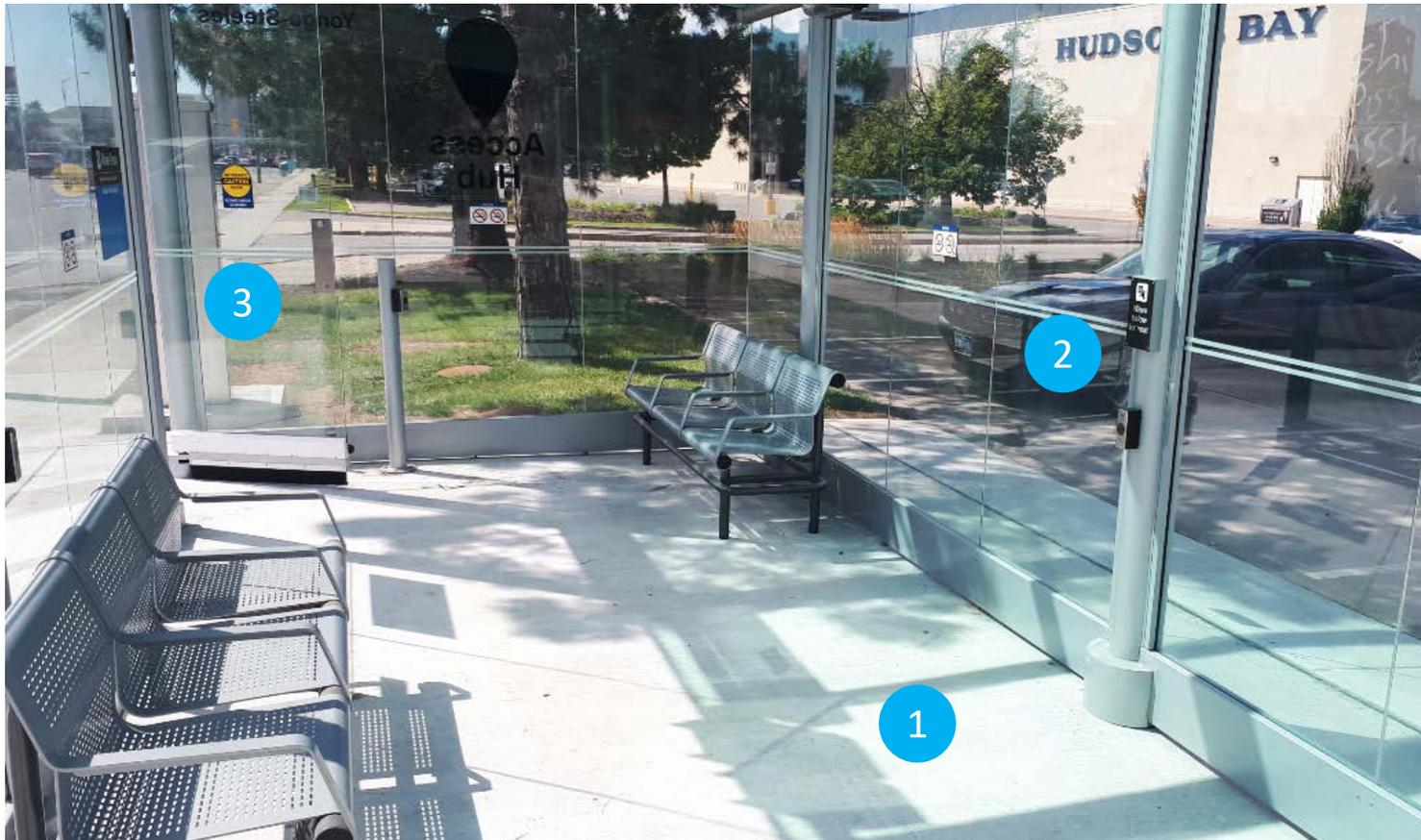
Access Hubs

1 Spacious & comfortable waiting space

2 Wave activated heaters

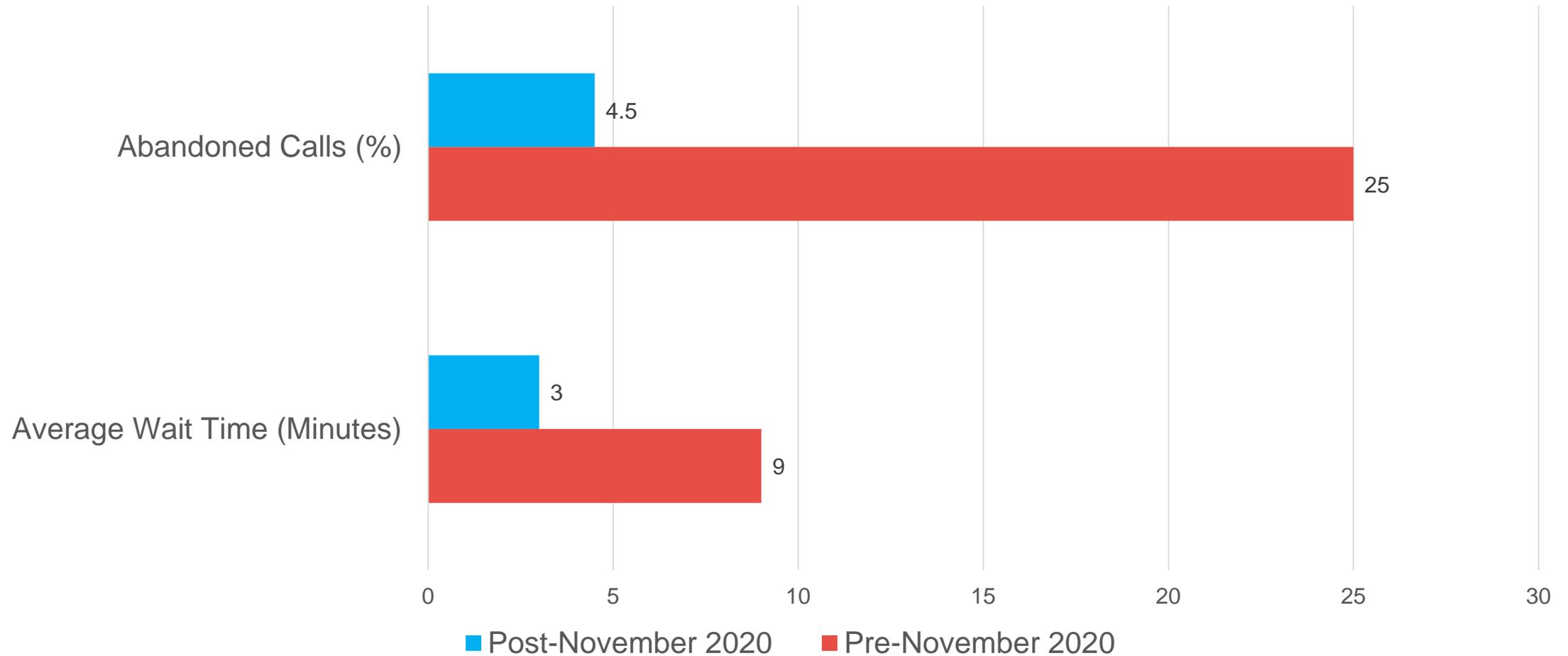
3 Accessible doors

4 Well-lit



Reservations call centre update

Reservations Call Centre Performance



Overflow solution was implemented in November 2020.



New mobile application

The mobile app is here and being piloted by some volunteer ACAT members and Wheel-Trans customers. The app allows customers to:

- Book, cancel or modify trips, and view trip history
- Receive a call ahead notification of vehicle arrival
- Set their communication notification preferences
- Receive messages and service alerts impacting their trips
- Easily access useful links, set up notifications, and reset their password
- Find the location of their Wheel-Trans vehicle in real-time using the app's "Where's My Ride" function



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This is *your* night

Tell us your:

- suggestions
- concerns
- compliments

Panel Members

- **Kirsten Watson** - Deputy Chief Executive Officer
- **Dwayne Geddes** - Head of Wheel-Trans
- **Mark Mis** - Head of Service Planning & Scheduling
- **Matt Hagg** - Senior Planner – System Accessibility
- **Igor Samardzic** - 2021 ACAT Chair

Please keep questions to **one (1) minute, maximum**, so that we can hear from everyone



Discussion

Let us know what you think!

You can:

- **Submit a question:** online
- **Call in with your question:** 416-764-8646
- **Twitter:**  #TTCaccess

Thank you!



More ways to provide feedback:

Contact TTC:

- **Phone:** 416-393-3030
- **TTY relay service:** 1-800-855-0511
- **Email:** accessibility.forum@ttc.ca
- **Twitter:** @TTChelps
- **Write us/drop by:** 1900 Yonge St, 1st Floor

Contact ACAT:

- **Email:** acat@ttc.ca
- **Phone:** 416-393-4111