
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**

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Introductions

Joanne De Laurentiis

TTC Vice-Chair



TTC Public Forum On **Accessible** Transit

Advisory Committee on Accessible Transit

UPDATE

Mazin Aribi
2020 ACAT Chair

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



2020 ACAT Priorities

1. Providing advice and support to implement **COVID-19 related protocols and policies**
2. Work with TTC to successfully implement **the Wheel-Trans 10-Year Strategy**
3. Advise TTC on:
 - integrating accessibility into **TTC policies and procedures on an ongoing basis**
 - the '**Family of Service**' program, Access Hubs, Travel Training while monitoring impact of COVID on these programs
 - ongoing customer **education** and awareness

2020 ACAT Priorities

4. Support TTC staff in implementing the **Wheel-Trans self-booking mobile app**
5. Monitor and provide feedback on the:
 - Impact of COVID-19 on Accessible Transit including online registration
 - subway platform **gap retrofits**
 - impact on accessibility of third-party projects
 - Ongoing impact of bike lanes on accessibility

Contact ACAT

MONTHLY PUBLIC MEETINGS

Last Thursday of every
month, 1900 Yonge St

Public deputations
welcome

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

Become an ACAT Member

ACAT seeking 5 new volunteer members every year.

Refer to the TTC Website for more information on the recruitment process.

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TTC Accessibility Update

Mark Mis

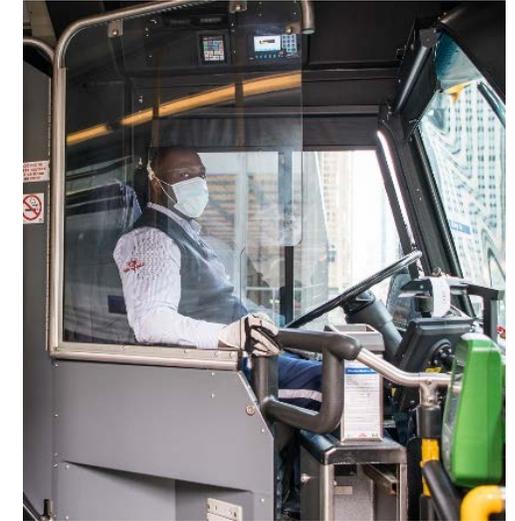
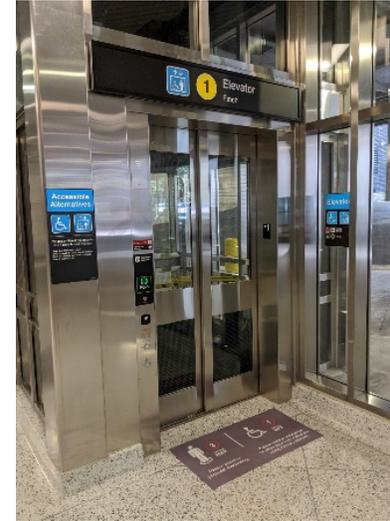
Head – Service Planning &
Scheduling



Accessibility Update: COVID-19

What we're doing:

- Consulting w/ACAT
- Demand-responsive service plan
- Monthly pass PRESTO credits: March & April
- Distributing non-medical masks
- Distance markings
- Comprehensive communications
- Securement on buses & streetcar ramp assistance continues to remain available



Accessibility Update: Bus

- What we're doing:
- All buses are low-floor accessible with ramps
- New electric buses: trial underway
- Hundreds more accessible bus stops under construction



Accessibility Update: Streetcar

- What we're doing
- All streetcar routes are now accessible
- Accessible stop improvements continue



Accessibility Update: Subway Platform Gaps

- What we're doing:
- Work underway to reduce platform gaps
 - Gently sloped edge tiles to reduce "vertical gap"
 - Rubber gap fillers at Eglinton northbound to reduce "horizontal gap"
- 11 platforms complete by end of 2020

Attention, customers! New tiles at Eglinton Station



If you've travelled through Eglinton Station, you may have noticed some new, sloped platform edge tiles. The tiles are designed to reduce the vertical gap between the train and the platform edge as part of an effort to improve barrier-free access across the TTC's network.

Please be mindful of the new platform edge and as always, be careful boarding and disembarking from the train.



TTC Talk (StarMetro) April 5, 2019

Accessibility Update: Subway

- What we're doing:
 - 49 stations are accessible
 - Wellesley, Chester, Dupont completed mid 2020
 - Wilson, Bay, Runnymede + 5 more stations under construction.
- **All subway stations accessible by 2025**
- Study for further Easier Access improvements at key stations underway



Your feedback

What's next?

- All comments will be reviewed by staff & ACAT
- Responses in Q4 2020 at: www.ttc.ca

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

Dwayne Geddes

Head of Wheel-Trans



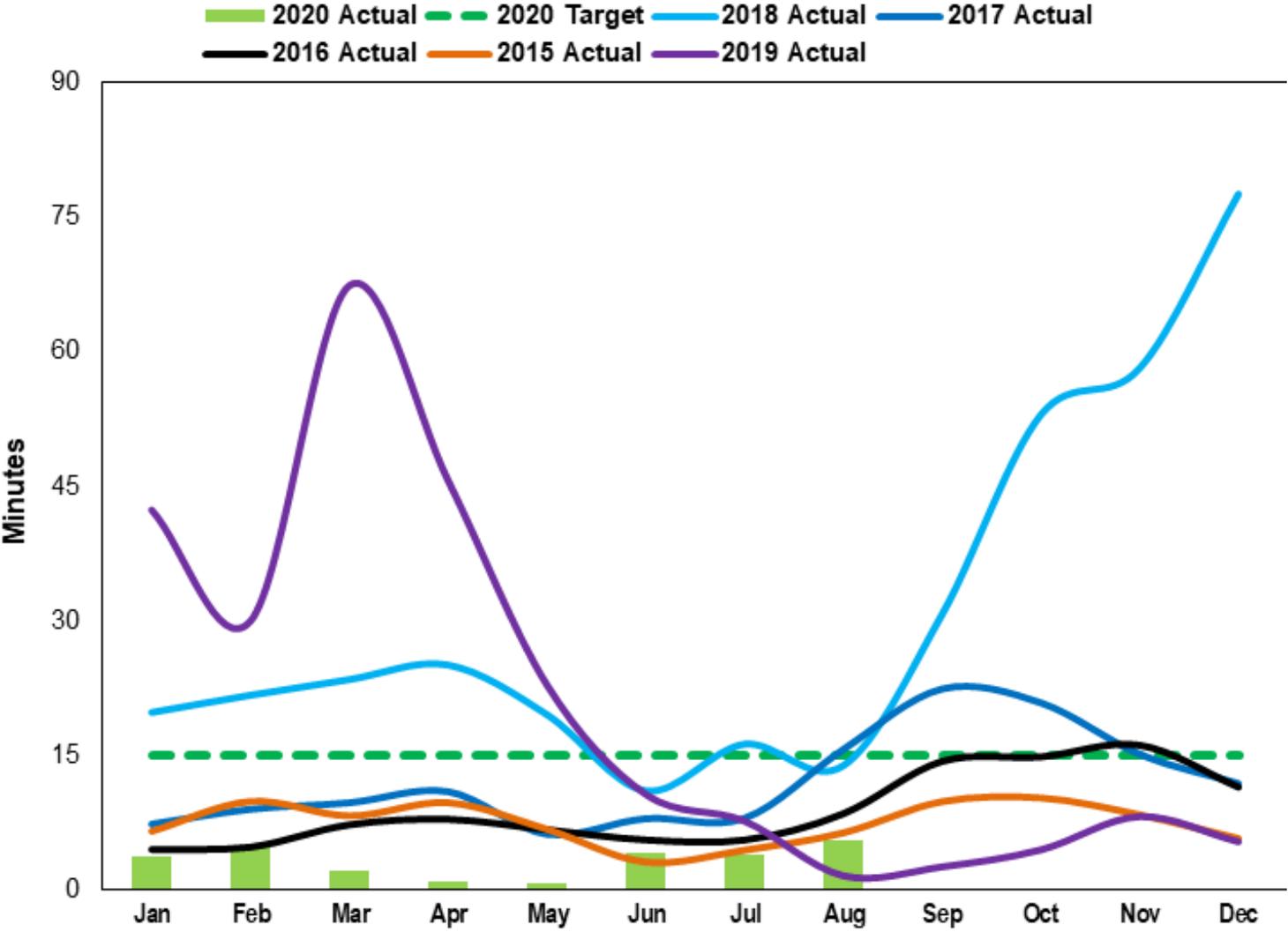
COVID-19 impacts and the path forward

Pre-COVID-19	Current State
43,000 active Wheel-Trans customers	40,000 active Wheel-Trans customers
1,000+ monthly customer applications	350+ monthly customer applications
15,000+ rides on peak days	5,000 rides on peak days*

COVID-19 Recovery Plan Key Actions

- Mandatory face coverings as an additional safety measure (recommended by Toronto Public Health) – exemptions for health reasons are permitted
 - Complimentary face mask distribution of 1M face masks was initiated on June 29th, 2020
- Solo trips for as long as possible – limited ride sharing to resume as ridership increases
- Outbound regular trip booking screening calls eliminated – customers to advise of health changes to ensure appropriate ride
- Advanced bookings can now be made seven days in advance for greater flexibility
- Customer trip confirmation moved to 7 p.m. so we can plan your trips better

Reservations call centre – on hold wait times system



*Please note, COVID-19 resulted in a major decline in call volumes and wait times.

Family of Services



Wheel-Trans Customer using the Family of Services

- A Family of Services trip connects Wheel-Trans customers to and from accessible conventional TTC (bus, streetcar, subway), allowing them ease of travel to reach their destination and return back home

**Since 2017, we have
provided over 1.5M
Family of Services trips!**

Using Family of Services

- All new Family of Services routes have new stop poles to mark shared Wheel-Trans stops
- These new stop poles have a blue No-Show board attached directly to the pole
- Wheel-Trans customers who use Family of Services will have their routes monitored for service delays and emergencies by dispatch



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 2021



** 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

- Access Hubs are large, accessible bus shelters, which act as a transfer point between Wheel-Trans and TTC service in areas across the city. They have the following features:
 - Dry and well-lit
 - Heated with ample seating
 - Can accommodate multiple mobility devices and/or service animals
 - Some locations will be considered for cross-border travel transfers
- List of 16-Access Hubs at 11 locations:
 - ✓ Meadowvale Loop
 - ✓ Humber College (North Campus)
 - ✓ Jane and Eglinton (NE, SW)
 - ✓ Kipling and Dixon (NW, SW)
 - ✓ Neilson and Ellesmere (SW, NE)
 - ✓ Ellesmere and Victoria Park (NW, SE)
 - ✓ Overlea and Thorncliffe (SW, NW)*
 - ✓ Yonge and Steeles (SW)
 - ✓ Bingham Loop
 - ✓ Freshmeadow and Don Mills
 - 23 ✓ Long Branch



Freshmeadow and Don Mills Access Hub

*Overlea and Thorncliffe Access Hub is not yet in service due to pending hydro work.

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

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



7M ProMaster

- The TTC received the pilot vehicle on September 15th, 2020.
- The TTC Advisory Committee on Accessible Transit will conduct their review of the bus in the coming weeks.
- It is expected that this pilot vehicle will be placed in service in October to also obtain feedback from customers.



Community Bus

Community Buses provide five scheduled routes in various communities within the City of Toronto.

Community buses have the following features:

- Fully accessible
- Scheduled service, on a fixed route
- Can be flagged down in between stops
- No reservations required
- Available to everyone
- Accepts regular TTC fare (PRESTO, ticket, token, cash)

There are currently **five** Community Bus routes:

- Lawrence Manor
- Parkdale
- Don Mills South
- East York
- Etobicoke



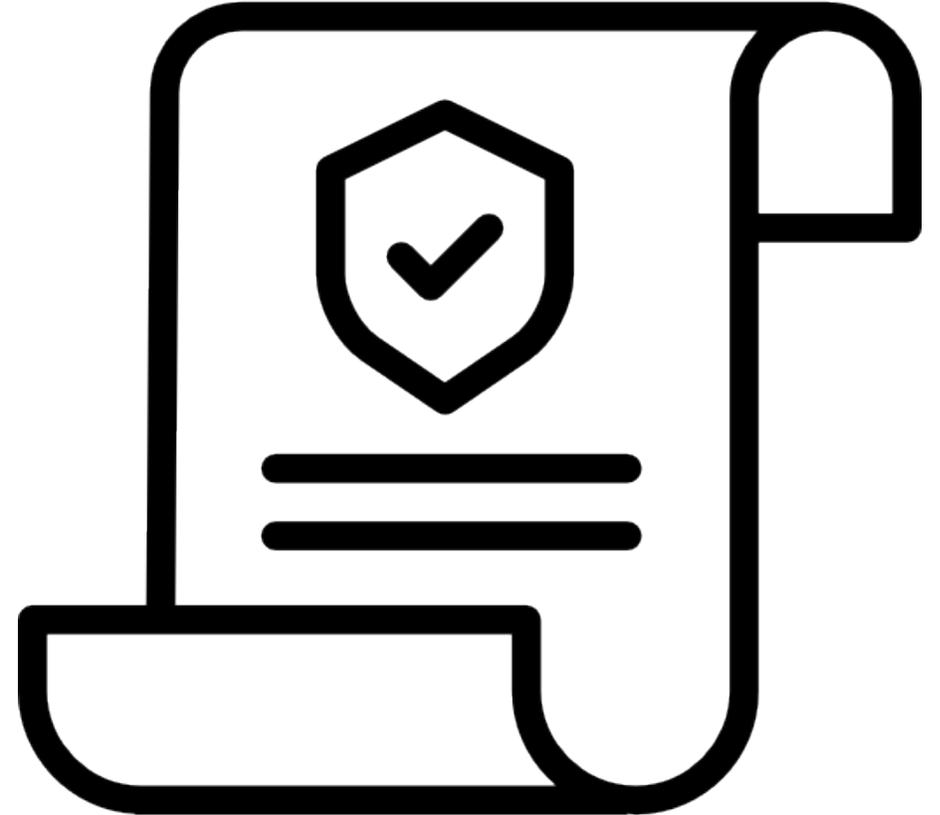
PRESTO

- PRESTO is now available on Wheel-Trans vehicles and contracted sedan taxis
- Complimentary PRESTO cards were distributed to **all active Wheel-Trans customers** in early-2020



New customer-focused policies

- 20 customer-facing policies have been introduced since the beginning of the transformation
- To see our policies, please visit https://www.ttc.ca/WheelTrans/Custom_Policies.jsp



Thank you!

