



Read the text and answer the questions below:

Accessible Customer Service Policy

The TTC is committed to both providing safe and courteous transit services.

The Toronto Transit Commission (TTC) is committed to both providing safe and courteous transit services and to communicating in a manner that:

- respects the dignity and independence of people with disabilities;
- promotes the principles of integration and equal opportunity; and
- takes into account a person's disability.

1. Policy

1.1. Communication

The TTC will communicate with persons with disabilities in a manner that takes into account their disability. The TTC is committed to providing accessible customer service through our website, in person, by telephone, TTY, or by mail.

The TTC is committed to ensuring that documents and information are available in accessible formats to people of all abilities, across all modes of transit. All TTC vehicles are clearly marked with route destination signs and equipped with an automated audible and visual next stop announcement system. In addition, TTC station names are clearly marked on all subway platforms.

TTC system and route information, maps, fares and important contact telephone numbers are available on our website at [Schedules and Maps](#) and are published in our Ride Guide which is available free of charge in subway stations or from TTC Customer Service.

Multi-lingual information is available by calling 416-393-4636 (INFO) and pressing 7, or by using the automated "translate page" feature at the bottom of every page on the TTC website.

1.2. Assistive Devices

The TTC is committed to providing transit services to persons with disabilities who use assistive devices.

Our entire bus fleet is accessible for people using assistive devices. All buses are equipped with kneeling features and ramp and two securement areas that can accommodate customers using mobility assistive devices. Accessible transit stops are clearly marked with the blue International Symbol of Access.

The replacement of the TTC's existing streetcar fleet with accessible low-floor streetcars is underway, with all routes planned to be accessible by 2019. Low-floor streetcars are accessible for people using assistive devices: they are equipped with a deployable ramp, which can be requested by customers, Priority Seating, and two seating areas that can accommodate customers using mobility assistive devices.

More than half of TTC's stations are accessible to and from the street, and bus/ subway platforms. Accessible stations are equipped with elevators, accessible entrance doors, way-finding tiles and signage, benches, and accessible fare gates. All stations are planned to be accessible by 2025.

All subway trains are accessible for people using assistive devices: they are equipped with wider doorways, obstruction-free center aisles, Priority Seating, and flip-up/flip-down seating to accommodate customers who use assistive devices.

All Wheel-Trans buses are accessible for customers using assistive devices: they are equipped with kneeling features, ramps and securement areas for customers using mobility assistive devices.

Questions:

1. What are the three key principles the TTC follows when communicating with persons with disabilities?

- A) Safety, affordability, and reliability
- B) Respect for dignity and independence, integration and equal opportunity, and consideration of a person's disability
- C) Efficiency, speed, and accessibility
- D) Communication, comfort, and customer satisfaction

2. In what ways does the TTC ensure accessible communication for customers with disabilities?

- A) Through email only
- B) By offering services exclusively through its website
- C) Through the website, in person, by telephone, TTY, and by mail

D) By providing services in English only

3. How does the TTC make transit information available to customers with disabilities?

- A) By offering printed Ride Guides only
- B) By providing system and route information exclusively at subway stations
- C) Through its website, Ride Guide, and by phone, including an automated translate feature
- D) By allowing only registered customers to access transit maps

4. What features do TTC buses have to accommodate persons using assistive devices?

- A) Kneeling features, ramps, and two securement areas
- B) Extra-wide seating for all passengers
- C) Complimentary personal assistants for riders
- D) No special features for accessibility

5. How are accessible transit stops marked on TTC routes?

- A) By yellow caution signs
- B) With the blue International Symbol of Access
- C) With a red and white accessibility sticker
- D) By extra lighting at the stops

6. What accessibility features do the TTC's low-floor streetcars offer?

- A) Wider windows and extra seating
- B) Deployable ramps, Priority Seating, and two seating areas for mobility assistive devices
- C) Onboard service personnel for persons with disabilities
- D) Complimentary wheelchair rentals

7. By what year did the TTC plan to make all streetcar routes accessible?

- A) 2023
- B) 2022
- C) 2019
- D) 2025

8. What accessibility features can be found in TTC subway stations?

- A) Elevators, accessible entrance doors, way-finding tiles, signage, benches, and accessible fare gates
- B) Widened turnstiles only
- C) Complimentary wheelchairs for all passengers
- D) Ramps on every platform edge

9. What measures has the TTC taken to ensure subway trains are accessible?

- A) Wider doorways, obstruction-free center aisles, Priority Seating, and flip-up/flip-down seating
- B) Installing automatic driving systems
- C) Providing personal assistants for every passenger
- D) Reducing the number of seats to create more space

10. What accessibility features are included in Wheel-Trans buses?

- A) Wider aisles only
- B) Kneeling features, ramps, and securement areas for customers using mobility assistive devices
- C) More frequent service but no physical accessibility features
- D) Onboard medical staff for customers with disabilities

11. How can customers access multi-lingual information about the TTC?

- A) By visiting TTC headquarters in person
- B) By calling 416-393-4636 (INFO) and pressing 7, or using the automated translate feature on the TTC website
- C) By requesting a special service pass
- D) By writing a letter to customer service

12. By what year does the TTC plan to make all subway stations accessible?

- A) 2023
- B) 2030
- C) 2025
- D) 2028