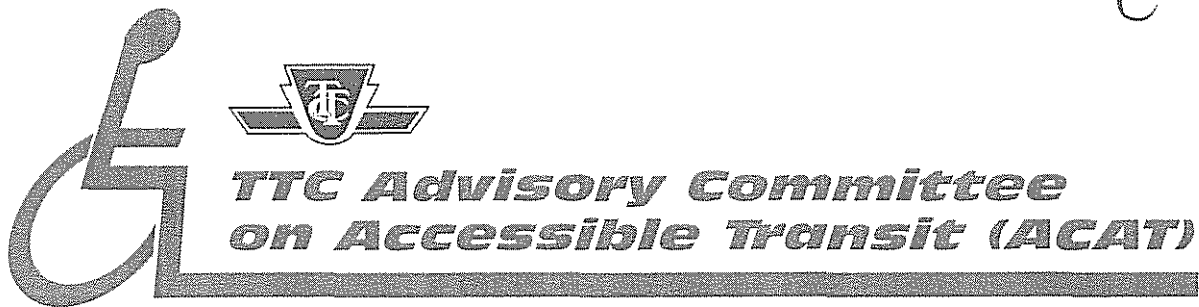


C-6



c/o Wheel-Trans, 580 Commissioners Street, Toronto, Ontario M4M 1A7
Fax: (416) 338-0139 E-Mail: acat@ttc.ca

June 14, 2013

TTC Board Members
Toronto Transit Commission
1900 Yonge Street
Toronto, Ontario
M4S 1Z2

Dear Board Members:

Re: Commendation to TTC Staff for keeping elevators in service during labour disruption

Within four and a half hours on Thursday, May 9th, the day of the 2013 TTC Public Forum on Accessible Transit Services, I received 13 TTC-Alerts reporting 12 different elevators were out of service; one noted an elevator was back in service. This is a huge number when I had been receiving a few TTC-Alerts each day. I emailed my concern to TTC staff because this was the night of the Public Forum and a lot of people would need the elevators to travel to this meeting on the CNE grounds. Andy Byford immediately responded with the information that TTC staff were "doing everything possible to keep our elevators in service and to return them to service when they fail."

The elevator technicians contracted by TTC to provide elevator maintenance have been on strike since May 1st. Reliable elevator service is essential to operate accessible transit. When elevators are not working, it is like closing the doors of the subway system to riders. This is not acceptable.

The TTC Operations staff under David Dixon and Gary Shortt recognized the elevator problem early that day and put a plan in place to mitigate the situation. TTC elevator technicians were stationed at Bathurst station that night to ensure those elevators kept working, because Bathurst is the station from which shuttle buses transported attendees to/from the Public Forum. Wheel-Trans staff under Kirsten Watson organized Wheel-Trans buses to be located at strategic stations to ensure customers reached their destinations.

Staff also hired another company to provide elevator maintenance service during the continuing labour disruption.

PRESENTED TO
THE COMMISSION
JUN 24 2013

At the May 24, 2013 ACAT General Meeting, we presented the attached commendation to Andy Byford and the TTC staff, praising their work in keeping the elevators working during the day of the Public Forum on Accessible Transit Services and for the duration of this work stoppage.

In the discussion that followed, members suggested, with so many elevators in the system, the possibility of devoted elevator maintenance staff to prevent the issue of third party labour disputes interrupting elevator service.

We invite the TTC Board Members to join ACAT members in commending the staff who work on a daily basis to keep the accessible transit network fully operating.

Sincerely,

A handwritten signature in black ink, appearing to read 'A. Marley', written in a cursive style.

Angela Marley
ACAT Chair

Attachment

Copy: Andy Byford
Vince Rodo
Chris Upfold
David Dixon
Orest Kobylansky
Kirsten Watson

ATTACHMENT

Commendation Re: Elevator Maintenance

Presented to Andy Byford TTC CEO by Angela Marley, ACAT Chair
May 24, 2013 ACAT General Meeting

ACAT commends Andy Byford and TTC staff for their work in keeping elevators in service during the strike by elevator technicians in the company contracted by TTC to provide this service. We appreciate the work done by David Dixon and Gary Shortt, Operations as well as Wheel-Trans staff under Kirsten Watson and Dean Milton.

We noted this issue on May 9th, the day of the 2013 TTC Public Forum on Accessible Transit. Between 11:16 and 3:29, I received 13 TTC-Alerts that 12 different elevators were out of service; one reported an elevator was back in service. This is a huge number when I had been receiving a few each day. When I raised my concern with TTC staff because this was the night of the Public Forum, Andy Byford immediately responded with the information that TTC staff were "doing everything possible to keep our elevators in service and to return them to service when they fail."

That evening TTC had elevator technicians situated at Bathurst station to ensure those elevators remained in operation.

Since then, the TTC has hired another company to provide elevator maintenance until the labour disruption is over. For the last few weeks, I have noticed the TTC-Alerts about elevator outages have lessened and in my travels, I have not encountered "out of service" elevators.

ACAT presents this commendation to you, to David Dixon, Gary Shortt, and Operations staff for their work in keeping the elevators operating during the Public Forum and during this work stoppage. Also included are the Wheel-Trans staff headed by Kirsten Watson with Dean Milton who arranged Wheel-Trans buses to be located at strategic stations to ensure customers get to their destinations.