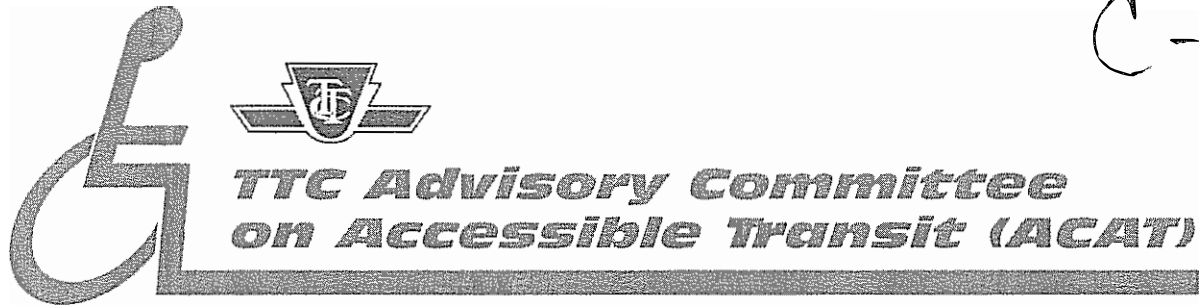


C-1



c/o Wheel-Trans, 580 Commissioners Street, Toronto, Ontario M4M 1A7

September 3, 2013

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

Dear Board Members:

The Advisory Committee on Accessible Transit (ACAT) is forwarding the approved minutes of its June 27, 2013 and July 25, 2013 General Monthly meetings to the September 25, 2013 Board Meeting for information (attached).

Thank you.

Sincerely,

A handwritten signature in black ink, appearing to read 'A. Marley', is written over a light grey background.

Angela Marley  
ACAT Chair

PRESENTED TO  
THE COMMISSION

SEP 25 2013

Attachments



**TORONTO TRANSIT COMMISSION**

**COMMITTEE MINUTES**

**Minutes of Meeting:** Advisory Committee on Accessible Transit  
Meeting No. 266

**Meeting Date:** Thursday, June 27, 2013

**Location:** 7<sup>th</sup> Floor Boardroom  
1900 Yonge Street

**Present:** Angela Marley, Chair  
Howard Wax, Vice-Chair  
Valdo Tammark  
Bill Castor  
Lori March  
Fay Fuerst  
Lynn McCormick  
Craig Nicol  
Tim Rose  
Sam Savona  
Sarah Adams  
Adam Cohoon

**Regrets:** Susan Davidson, Vice-Chair  
Brayan Bratanov  
Debbie Gillespie

**Pool Members:** Robert Muzzy  
Judy Berger

**TTC Representatives:** Andy Byford  
Ross Visconti  
Bill Dawson  
Matt Hagg  
Orest Kobylansky  
Stephen Lam  
Jacqueline Darwood  
Dave Dixon

**Copies:**

- Andy Byford
- Chris Upfold
- Orest Kobylansky
- Sameh Ghaly
- Vince Rodo
- Mitch Stambler
- Jim Teeple
- TTC Board Members

**Items Discussed:**

1. Call to Order / Attendance
2. Declaration of Conflict of Interest
3. Approval of Agenda
4. TTC Five-Year Corporate Plan
5. Deputations:
  - Christine Rowntree
  - Bobbi Moore
  - Nancy Barry
6. Gap Between Subway Trains and Platforms
7. Review and Approval of May 30, 2013 Minutes
8. Business Arising out of Minutes / Outstanding Items
9. Deputation:
  - Michael Dzura
10. Subcommittee Reports and Updates
11. Customer Liaison Panel Report
12. Report on TTC Board Meeting and Accessibility Matters
13. Review of Correspondence
14. Other / New Business
15. Next Meeting – July 25, 2013
16. Adjournment

1. Call to Order and Attendance

Angela Marley, Chair, called the meeting to order at 1:00 p.m. Attendance was taken.

2. Declaration of Conflict of Interest - Nil

3. Approval of Agenda

On motion by Sam Savona and seconded by Howard Wax, ACAT reviewed and approved the agenda with the following changes to the order of items: movement of Approval of Agenda to Item 3, followed by the TTC Five-Year Corporate Plan, then Deputations regarding the subway platform gap, followed by the Gap Between Subway Trains and Platforms presentation, followed by the remainder of the agenda items from Review and Approval of May 30, 2013 Minutes.

4. TTC Five-Year Corporate Plan

Presented by Andy Byford. The electronic copy of the Corporate Plan is available on the TTC website ([http://www.ttc.ca/News/2013/May/0529\\_Corporate\\_Plan.jsp](http://www.ttc.ca/News/2013/May/0529_Corporate_Plan.jsp)). This is the first five-year plan for the TTC. The plan will be updated and issued every year. Next year, other stakeholders such as ACAT will be more involved in the plan. The purpose of the plan is to provide a vision, direction, and performance framework for TTC leaders and employees.

The short video containing an overview of TTC was shown.

The TTC organization changes were explained. The customer is the centre focus and there are five groups:

- Strategy and Customer Experience, responsible for identifying what customers want,
- Corporate Service, including Finance, Legal, Human Resources, Training, etc.,
- Engineering, Construction, and Expansion, responsible for the expansion of the system,
- Operations, responsible for managing the back of house infrastructure and vehicle maintenance,
- Service Delivery, responsible for managing the front of house Operators, Subway Station staff, Transit Enforcement, Operators, etc.

The five-year plan for improvement lays the foundations for change in the first year, builds assets between the first and third year, and transforms the TTC culture between the first and fifth year.

The five-year plan lists seven objectives for TTC Executives and staff:

- Safety—managing risks for customers, staff, and contractors and minimizing impact on the environment,
- Customer—meeting or exceeding customer expectations,
- People—fostering an empowered, customer-focused workforce, pushing accountability to lower levels, actively develop employees,

- Assets—effective, efficient management of assets,
- Growth—affordable expansion that matches capacity to demand,
- Financial sustainability—a well-run, transparent business that delivers value for money in a financially viable way,
- Reputation—transparency and accountability, well-regarded by stake holders and peers, proud employees.

ACAT members had the following questions and comments:

ACAT was not mentioned within the Corporate Plan, although the Customer Liaison Panel was. Although accessibility is mentioned, how high of a priority is it? Andy Byford explained that this omission was not intentional and accessibility is part of the plan, as customers are customers, whether they have a disability or not. For next year's iteration, ACAT will be brought in as a stakeholder to highlight accessibility.

Within the plan, Wheel-Trans was addressed as accessible transit. However, Wheel-Trans is only a part of the accessible network. It is ACAT's responsibility to ensure that customers and staff are aware of the extent of the accessible network on the TTC, especially as demand on Wheel-Trans increases. ACAT and the TTC must provide integrated information and education, for staff as well as customers. Andy Byford explained that this will be made very clear in training.

Regarding improvements to the fleet and facilities, there are issues that ACAT has raised that have not been responded to by certain groups within the TTC. Members feel that these groups are more interested in getting the trains running rather than addressing accessibility. Andy Byford explained that the Corporate Plan will push for a balanced scorecard, holistic thinking, and a customer point of view.

ACAT members introduced themselves to Andy Byford and thanked him for the presentation.

##### 5. Deputations: Christine Rowntree, Bobbi Moore, Nancy Barry

Nancy Barry was unable to attend and will speak at the next ACAT meeting.

Bobbi Moore raised some safety concerns in using the subway system, specifically the gap being too large between the train and the platform or the fact that the train is higher than the platform. She had particularly mentioned St. Clair Station where she was unable to enter the new subway trains. She is asking to work together towards a solution that is safer for everyone entering the new subway trains.

Christine Rowntree also raised the issue about the gap between the platform and the train. She mentioned that, when she was in Las Vegas, a piece of rubber would flip out for her to enter and go over safely; when the door was ready to close, the flap of rubber would go back in place till the next stop. She commented that if this is done with the accessible doors, it would at least be a start.

Andy Byford responded with a commitment to fix the gap issue.

## 6. Gap between Subway Trains and Platforms

Presented by Bill Dawson.

ACAT had asked Staff to provide an update and history of this issue. This issue has been around for many years and is technically complex. The presentation touched on technical points only briefly, but more information can be provided at the Subcommittee level. The presentation will be distributed to the Committee members.

There are two elements to the gap: horizontal and vertical. The concern is that, in combination, the resulting gap may be large enough that a person may slip into it, or passengers using mobility devices, canes, or strollers may get stuck, or may be unable to board altogether.

ACAT has been involved in the gap issue since 2006 and the review of the Rocket Train concept. There was a laser survey of platform clearance in 2007, a platform gap filler trial in 2009, ACAT reported on station platform gaps in 2010, the travel training program was developed in 2011, and the Rocket Trains entered service in 2012.

The horizontal gap is to the TTC design standard of a 70 mm clearance between train and platform. This is to allow for side-to-side movement. This gap is industry-leading, as in Europe the standard is 100 mm. The horizontal gap will vary wherever the tracks curve, as the straight edge of the train will cut off the inside of the curve. Most current stations and all future stations will be straight track, but when the original subway line was built, four stations were built with a curve. Union Station at both ends, St. Clair at the south end, Eglinton at the south end, and Dundas at the south end.

A comprehensive survey was performed by ACAT in 2012. 97% of measurements showed a horizontal gap of between 70 and 100 mm. Only 17 measurements were greater than 100 mm, and these were always at the ends of platforms. Before the Rocket Trains were put in service, only one station had a vertical gap of over 20 mm, showing that problems exist, but they are not widespread.

For the Rocket Train, in 2006, ACAT suggested the use of bridge plates. These were assessed by Staff and were not recommended for the following reasons:

- The floor of the train would need to be higher to allow for deployment and this would create a small step when the plate is not deployed,
- Speed and reliability of the device were not guaranteed,
- Safe deployment in a crowded situation was in question, and
- The bridge plates are neither typical nor appropriate for high-capacity subway operations.

In 2009, ACAT and the TTC assessed a gap filler at Davisville Station. The conclusion of the assessment was that this was not a feasible solution. There was limited utility, significant cost, it was not practical along the full length, and they were a hazard for people using canes and walkers.

The Rocket Train was designed and manufactured to TTC specifications, with the objective to exactly match the platform height. Normal track and wheel wear affects the height by up to 20 mm. This height can be adjusted up, as necessary, by the insertion of shims. Although it may be possible to adjust the air suspension to reduce the floor level, staff do not support this approach until further investigation is done on the potential consequences of this unconventional approach.

Currently, long-term solutions would require station renovations. Options for the Rocket Train floor heights are under review. The short-term solution is to provide customer education on the best locations to board and where to avoid. This entails public education, which can be included in travel training material and in signage at the problem stations. The Design Review Subcommittee suggested a customer education initiative as the best option to mitigate the gap issue.

ACAT members had the following questions and comments:

Are there any programs or projects in place to fix the vertical variation of platform heights? Because this would entail resurfacing the platforms, there is no program in place at this time.

GO Transit has raised their platform height at accessible entrances and marked with signage. Could this be done on problem platforms? This is a possibility, but the TTC would prefer to have every entrance accessible. With only one accessible entrance, it would be more difficult for multiple mobility devices to enter and exit in time.

A member stated that TTC staff must be made aware of the size and critical nature of this issue and how to be responsive to customers. This will be a part of training for Station Managers and communication with Collectors and Operators.

Regarding the refurbishment of Union Station's existing platform, is there a plan for surface or edge refurbishment? Staff will ask and report to the Design Review Subcommittee.

Regarding Eglinton platform, is there a possibility of lowering the rails? Staff will ask and report back.

Would it be possible to hire station staff for the problem platforms to direct customers where to board? This will go into discussion about Station Managers. Staff will look into this possibility.



Has the TTC looked at this issue in other transit systems throughout the world? Both the bridge plate and gap filler were found in a survey of other operators, properties, and suppliers. The TTC is bench-marking itself to ensure that it is doing the best it possibly can.

Is it possible for the train to avoid stopping at the end of the platform? Staff will look into this possibility for the problem stations.

Is it possible to have signage indicating the distance of the gap and to be cautious? Dave Dixon, Chief Operating Officer, stated that the plan is to have signage tiled into the floor, bringing attention to areas with excessive gap. There are no details yet, but this item is on the agenda for the Design Review Subcommittee.

Regarding the levelling issue, this is something that the TTC and Bombardier have been working on for a long time. What assurance is there that there will be a solution? Stephen Lam, TTC Vehicle Engineering, explained that they are looking at the levelling across the system, not just in the individual trains.

Conclusion:

This item was referred to the Design Review Subcommittee and will be placed on the ACAT Outstanding Item List. The Design Review Subcommittee will report back to ACAT by December 2013. TTC Service Planning Staff are the main contacts for this issue.

In concluding the discussion of the gap issue, the ACAT Chair thanked the deputants and Bill Dawson for their presentations.

#### 7. Review and Approval of May 30, 2013 Minutes

On motion by Howard Wax and seconded by Sam Savona, ACAT reviewed and approved the Minutes with the following amendments:

- Page 6, pp 2: insert "Communications" before "Subcommittee"
- Page 10, pp 12: insert "Subcommittee" before "minutes"

#### 8. Business Arising Out of Minutes / Outstanding Items

Angela Marley, Chair, mentioned the circulation of electronic copies of Subcommittee Minutes. This matter will be placed on next month's ACAT General Meeting agenda.

Bill Castor requested more comments from ACAT members about the Public Forum, specifically comments about ACAT's participation and involvement with the event. These comments will be compiled.

Angela Marley, Chair, read through updates of the Outstanding Items List:

- Modification of TTC Signage Outside Subway Station Item, action revised with addition of "DRS received report from Harrison. New signage is being developed, but will only be implemented with other station construction projects."
- Addition of item: Noise at Subway Platforms.

9. Deputation: Michael Dzura

Michael Dzura explained that he cannot use conventional service because he cannot physically press buttons or pay a fare, and that subway stations are a safety concern. Wheel-Trans is his only method of getting to and from his classes.

Mr. Dzura was notified of a suspension of service on June 17, 2013 due to late cancellations and no-shows, and there was a list of suspensions of which Mr. Dzura was unaware, having not received notice. The suspension of service impacted Mr. Dzura's ability to attend classes and examinations.

Mr. Dzura related examples of how factors beyond his control, such as medical issues and attendant speed, impact his ability to take his ride or cancel with 24-hour's notice. He also related incidents where Wheel-Trans operators were late for a pick-up or did not wait five minutes before posting a No Show notice, all without penalization.

Mr. Dzura proposed that special consideration be given to Wheel-Trans registrants who are working or going to school, as indicated with a student card or a letter, similar to the special consideration that dialysis patients are given. Another option would be to charge a fee for no shows or late cancellation, rather than suspension of service.

Mr. Dzura thanked ACAT for their attention.

ACAT members thanked Mr. Dzura for his deputation and offered a commitment to work with TTC Staff toward a solution for these issues.

Members commented that the fact that Mr. Dzura cannot use conventional service indicates that the TTC is still not completely accessible.

Members asked for clarification on Mr. Dzura's comment regarding dialysis. Mr. Dzura explained that Wheel-Trans has a policy in place that patients who require dialysis are always provided a ride.

Members confirmed that this is true for all medical appointments.

This item was referred to the Wheel-Trans Operations Subcommittee, and Staff followed up with Mr. Dzura following the General Meeting.

## 10. Subcommittee Reports and Updates

### Service Planning Subcommittee (SPS) – Bill Castor, Chair

A meeting was held on June 5, 2013. SPS had a brief discussion about the Public Forum. The Subcommittee is waiting for compilations of comments from cards and people who attended, for review and dissemination to the appropriate Subcommittees.

The Subcommittee was then asked to make recommendations for a free fare program for support persons to be implemented January 1, 2014. The Subcommittee felt that some definitions in the Integrated Accessibility Standards Regulation were not completely clear, specifically the term "goods and services," which is very broad, and requested clarification from the TTC Legal Department. When the Legal Department returns with a definition, the Subcommittee will provide recommendations on who needs a support person, when a support person should be accepted, defining eligibility, and how to identify these persons.

The Subcommittee was pleased to report that one of the three Bay Station escalators between the subway platform and concourse levels will switch to a down escalator.

The Subcommittee examined ways to integrate accessible and conventional service. They reviewed zone buses and WheelTrans2Subway service where buses pick up customers at either end of their trip going to/from the nearest accessible subway station. The Train the Trainer program will be looked at again with TTC Customer Communications.

The Subcommittee reviewed the Outstanding Items list. They will be looking at service disruptions, specifically how to notify customers and assure accessibility. They will be looking at ways to operate the new streetcars on the street, where customers need to be able to cross traffic to request the ramp be deployed and board.

### Design Review Subcommittee (DRS) – Craig Nicol, Chair

DRS held meetings on June 5, 19, 25, and 26.

June 5, 2013:

A presentation by Harrison on station entrance signage was made. The TTC is developing a new plan, which will be tested at Dufferin during the EA station upgrade. The Subcommittee was concerned that stations that are deficient in signage now will be left deficient until an installation program comes up. The Subcommittee will continue to work on this. They had comments about clarity, signage at the automatic entrance that could be confused with the International Symbol of Access, and the size of the Symbol of Access. These are still in development and the Subcommittee expects to see more in the future.

The Subcommittee reviewed the tactile wayfinding path planned for the extension of the Spadina Subway because the wayfinding tiles are not consistently located across current centre platform TTC stations. The Subcommittee agreed with the design of the wayfinding path, but requested a consultation with TTC Engineering staff about how the path connects to the elevator and will see more in July.

In response to an ACAT deputant, the Subcommittee received a report from TTC Occupational Health and Safety that decibel ratings at the platform level comply with the Occupational Health and Safety Act for workers. The TTC is also pursuing noise reductions on an ongoing basis. The Subcommittee requested that Staff consult with the Canadian Hearing Society (CHS). CHS offered mitigation advice for customers with hearing aids. The Subcommittee will forward the report and advice from the Canadian Hearing Society to ACAT and requested that this be made a part of next month's package.

June 19, 2013:

The Subcommittee met with the PRESTO Farecard Project team and discussed the project schedule. The Subcommittee expressed concern about the tight timeline for machine development and had concerns that this will impact the accessibility of the finished products. In late June and July, the Subcommittee will have intensive meetings with the project team. They began with reviewing device placement in stations. For each station, the Subcommittee will review locations for add value machines, fare media vending machines, and turnstile readers.

The Subcommittee discussed the Roncesvalles streetcar platforms and passed the issue back to Angela Marley, ACAT Chair, to write a letter to the City.

June 25, 2013:

The Subcommittee reviewed the new streetcar at the TTC Hillcrest complex. A list of outstanding issues is being compiled. Subcommittee members are encouraged to submit any further comments. Responses from Staff are expected to begin within two weeks. The Subcommittee will continue to pursue deficient items. The Subcommittee proposed an additional visit to the streetcar at an on-street location to demonstrate boarding in a multitude of real situations and environments.

June 26, 2013:

The Subcommittee met with the PRESTO Farecard Project team to review station design placement and to look at the customer service agent terminal and how it impacts both customer and agent. The Subcommittee posed some questions and will receive the answers over the next month.

The Subcommittee had two informal discussions about streetcar issues and the gap.

The next DRS meeting will be held on July 3, 2013.

ACAT members requested the following clarifications:

Regarding Wheel-Trans buses and accessible taxis, the use of PRESTO devices has not been fully decided yet. However, it appears that Wheel-Trans vehicles will have something in place and is still to be discussed.

Regarding the tight timeframe, the Subcommittee will have a better idea of progress by the end of July.

Communications Subcommittee (CS) – Debbie Gillespie, Chair

No meetings were held.

Wheel-Trans Operations Subcommittee (WTOS) – Lynn McCormick, Chair

No meetings were held. The next meeting will be held on July 11, 2013 at Commissioners Street location from 10:00 a.m. to 1:00 p.m. This will include a tour of the Wheel-Trans facility.

11. Customer Liaison Panel (CLP) Report – Tim Rose

The CLP meeting took place on Tuesday, June 11, 2013, in the TTC Boardroom and was chaired by Bob Hughes, Chief Customer Officer.

The majority of the meeting was used for a presentation and in-depth discussion with CEO Andy Byford on the TTC Corporate Plan. The discussion was very informative with a lot of questions from all members and Tim Rose would like to thank Mr. Byford for engaging the Panel in such a great discussion.

During this session, Tim Rose raised concerns over the lack of direct mention of accessibility in the plan, and Mr. Byford assured him that ACAT members will be involved in future stages of the plan.

The remaining few minutes of the meeting were spent in discussion over two video explainers put out by the TTC. The Panel watched the two short video clips—one more serious and the other a humorous April Fool's video—and provided feedback. Issues discussed included the clarity of the message, how the videos were distributed, and whether the humour was effective. All Panel members raised many interesting points. The discussion lasted right up until the end of the meeting.

The next CLP meeting will be held on July 10, 2013. ACAT members were requested to bring any issues/requests to Tim Rose.

12. Report on ACAT Executive Quarterly Meeting with CEO and Chair

Deferred.

13. Report on TTC Board Meeting and Accessibility Matters

Deferred.

14. Review of Correspondence – Nil.

15. Other / New Business – Nil.

16. Next Meeting

The next meeting of ACAT will be held on Thursday, July 25, 2013, in the 7th Floor Boardroom, 1900 Yonge Street.

17. Adjournment

On motion by Bill Castor and seconded by Howard Wax, the meeting was adjourned at 3:30 p.m.

Janet Wright  
Recording Secretary

**TORONTO TRANSIT COMMISSION****COMMITTEE MINUTES**

**Minutes of Meeting:** Advisory Committee on Accessible Transit  
Meeting No. 267

**Meeting Date:** Wednesday July 25, 2013

**Location:** 7<sup>th</sup> Floor Boardroom  
1900 Yonge Street

**Present:** Angela Marley, Chair  
Susan Davidson, Vice-Chair  
Howard Wax, Vice-Chair  
Sarah Adams  
Brayan Bratanov  
Bill Castor  
Adam Cohoon  
Fay Fuerst  
Debbie Gillespie  
Lori March  
Lynn McCormick  
Craig Nicol  
Tim Rose  
Sam Savona  
Valdo Tammark

**Pool Members:** Judy Berger  
Robert Muzzy

**TTC Representatives:** Ross Visconti  
Matt Hagg  
Jacqueline Darwood  
Kirsten Watson  
Wayne Reynolds

**Copies:** Andy Byford  
Chris Upfold  
Orest Kobylansky  
Sameh Ghaly  
Vince Rodo  
Mitch Stambler  
Jim Teeple  
TTC Board Members

**Items Discussed:**

1. Call to Order / Attendance
2. Declaration of Conflict of Interest
3. Approval of Agenda
4. Review and Approval of June 27, 2013 Minutes
5. Station Managers – Presentation
6. Business Arising Out of Minutes / Outstanding Items
7. Deputation: Mr. Jacob Ormonde and Ms. Mystique Balson  
Ms. Lyly-Ann Fleisher
8. ACAT Executive Quarterly Meeting Update
9. Subcommittee Reports and Updates
10. Customer Liaison Panel Report
11. Report on TTC Board Meeting and Accessibility Matters
12. Review of Correspondence
13. Electronic Distribution of ACAT Subcommittee Minutes
14. Other / New Business
15. Next Meeting – August 29, 2013
16. Adjournment



1. Call to Order and Attendance

Angela Marley, Chair, called the meeting to order at 1:00 p.m. Attendance was taken.

2. Declaration of Conflict of Interest - Nil

3. Approval of Agenda

On motion by Sam Savona and seconded by Craig Nicol, ACAT reviewed and approved the Agenda.

4. Review and Approval of June 27, 2013 Minutes

On motion by Debbie Gillespie and seconded by Bill Castor, ACAT reviewed and approved the Minutes with no amendments.

5. Station Managers - Presentation

ACAT welcomed the new Group Station Managers (GSMs) to present their roles and responsibilities. Angela Marley, Chair, expressed that ACAT is a willing resource for input on accessibility issues.

Collie Greenwood, Manager of Station Operations/Collectors, presented the reorganization of stations and the Station Manager program.

The GSMs introduced themselves to ACAT and fielded questions, expressing their intention to build a rapport with stakeholders, including ACAT, to collect ideas and comments that will improve customer experience.

- Michael Sosedov, North York / Sheppard (Finch to St. Clair, Sheppard Line)
- Bo Koch, Bloor-Danforth West (Bathurst to Kipling)
- Eve Wiggins, Downtown Yonge (St. Andrew to Summerhill, including Union, not including Bloor/Yonge)
- Shelley Pickford, Bloor-Danforth East/SRT (Broadview to McCowan)
- Cameron Penman, Central (Castle Frank to Spadina)
- Ellen Stassen, University-Spadina (Downsview to Osgoode)

ACAT members offered themselves as a resource to subway stations with which they are familiar, should a Manager have a question regarding accessibility about a station or the area around a station. ACAT looks forward to future exchanges with the GSMs.

6. Business Arising Out of Minutes / Outstanding Items

Angela Marley, Chair, provided updates on the July items.

Item: Roncesvalles Streetcar Platforms - The letter is under consultation with Staff. The completion date has been revised to August.

Item: Noise at Subway Platforms - Members were sent a copy of the report provided by Staff. The next step is for the Chair to write a letter to the deputant, advising her of the research.

On motion by Bill Castor and seconded by Tim Rose, ACAT moved that the ACAT Chair send a letter to Ms. Carole Nash regarding the noise issue on subway platforms. Passed unanimously.

Sam Savona requested an update on the Fair Fares item, which had been moved back from July to September completion. The Chair explained that the item is on the agenda for the Board, but had to be deferred from the last Board meeting to the next, which is in September 2013.

ACAT members requested a review of the input that ACAT had in this report, which is being compiled by TTC Staff, based on input from several stakeholders. Staff will bring the ACAT input to the next Service Planning Subcommittee meeting on August 7, 2013. Interested ACAT members were invited to attend and additional input will be provided as necessary.

#### 7. Deputation

Mr. Jacob Ormonde and Ms. Mystique Balson were not in attendance.

Ms. Lylly-Ann Fleisher made a deputation:

When making an appointment to speak before ACAT, Ms. Fleisher explained, "I would like to speak about how the TTC abuses elderly and disabled customers." Ms. Fleisher described incidences where she tried to use TTC conventional service and TTC customers or staff prevented her from riding on the service.

First, when attempting to ride on a train, another customer with a stroller occupied the mobility device location and would not move when requested. Ms. Fleisher pulled the emergency switch, as she was experiencing a problem with her heart and needed to see her doctor. When the supervisor arrived, he asked Ms. Fleisher to leave the train and wait for the next one.

Second, at Downsview Station, Ms. Fleisher stated that there was a bus Operator who "never lets us on." Only once, when there was a supervisor present, did this Operator allow Ms. Fleisher onto the vehicle, but at that time the Operator gave her a "hard time" while boarding. The Operator pulled over and called the supervisor down. Other customers yelled at and insulted Ms. Fleisher and said that she was at fault. The Operator told the customers that they had called the supervisor and the supervisor would get Ms. Fleisher off of the bus. When the supervisor arrived, they brought a police officer and said that Ms. Fleisher had been running over people's feet, although Ms. Fleisher was on the ramp. The police officer stated that Ms. Fleisher would be charged the next time they heard of this.

Third, while on a bus, another customer would not allow Ms. Fleisher to turn around to get into the mobility device position. Other customers kicked, hit, punched, and spat on Ms. Fleisher and the Operator did not intervene. There were no witnesses "except for people who stick up for the Operators."

Ms. Fleisher expressed that these occurrences have been ongoing for 17 years and Operators will not intervene. Ms. Fleisher is frequently removed from vehicles, although there are supposed to be two spots for mobility devices.

Ms. Fleisher asked why the TTC will not provide lawyers for customers when there are incidences of physical, emotional, or mental injury on TTC vehicles.

Questions from ACAT:

When Ms. Fleisher said "we," to whom did this refer? Ms. Fleisher explained that these are people with whom she travels, who also have disabilities.

ACAT thanked the deputant and explained that there is an education campaign about the use of priority seating for all TTC staff, customers, and stakeholders. ACAT will take this into consideration for discussion.

#### 8. ACAT Executive Quarterly Meeting Update

Deferred from last meeting.

Angela Marley, Chair, reported about this meeting held on June 21, 2013.

The street furniture, landscaping, newspaper boxes, bicycle loops, etc. become obstacles for customers accessing streetcars at stops on Roncesvalles Avenue. ACAT is sending a letter to the City Disabilities Issues Committee to outline access concerns seeking their help to remedy this situation, as several City departments are involved. This letter will be copied to the Chair and CEO.

Update re: Design Review Subcommittee (DRS) providing advice to Staff about the new vehicles. Regarding the Toronto Rocket subway train, feedback has been given and DRS is waiting responses regarding exterior door chimes, train levelling (the gap issue is on the ACAT agenda this month), audio announcements of the arrow direction indicating the side of the train that the door will open at terminal stations, intercar barrier to which CEO Andy Byford reported that they are using the bungee cords and a tarp material.

Reported that DRS is reviewing the new streetcar on Tuesday June 25, 2013. ACAT has been informed the first articulated bus is expected to arrive in Toronto in July and DRS anticipates a site visit shortly thereafter.

Reported DRS is meeting weekly with TTC and PRESTO staff on accessibility issues, including machines and user interface.

They discussed ACAT's role in the orientation of new TTC Board members, and the Chair suggested ACAT provide an educational presentation at a public TTC Board meeting. ACAT Chair responded that a presentation about ACAT could be given, but TTC Board members learning about accessibility issues is a longer process, including interaction with TTC riders who have challenges using transit. Attending the annual Public Forum and listening to members of the public talk about their transit concerns will help Board members gain increased understanding of transit accessibility issues.

In response to the question about ACAT having a role in educating TTC Board members about the Public Forum on Accessible Transit Services, to encourage their attendance, the Chair stated she would like to meet with ACAT to discuss her ideas about the format of the Public Forum. As the Service Planning Subcommittee is working on the report and template for future Forums, meeting with that group was suggested and she agreed.

The importance of integrating accessibility information into announcements on the conventional service was discussed using examples of the 5-Year Corporate Plan and the subway closures due to signalling work. This education is ongoing work for ACAT and the TTC.

Reported additional items that ACAT is working on, including: participation regarding accessibility issues in the Bus Operator, Collectors, staff training; education campaign for customers regarding priority seating as there is an increasing number of seniors and people with disabilities using the accessible transit system; encouraging Wheel-Trans customers to travel on the conventional service for part or all of their trip; Subway Station Descriptions to be placed on the TTC subway station pages.

Both the Chair and the CEO were enthusiastic about the Station Descriptions, stating these would be of interest to the Station Managers and be useful for all riders. A sample Station Description is being forwarded to the Chair and CEO. When all the Station Descriptions are completed they will be simultaneously added to the station pages on the TTC website, date to be determined. The Chair suggested that TTC hold a media event at the time of the introduction of the Subway Station Descriptions.

Chair Karen Stintz and CEO Andy Byford thanked ACAT for their work, stating this was a good meeting.

After Angela's report, ACAT then discussed the initiative of providing accessibility information and the roles and responsibilities of ACAT to Board members, in a more concise form than the information in the Terms of Reference. Proposed ideas were to invite Board members to ACAT General and Subcommittee meetings, to demonstrate what it is that ACAT does. However, as Board members are very busy, ACAT decided to take the information to the Board.

Motioned by Debbie Gillespie and seconded by Howard Wax, ACAT Executive members will draft a presentation of ACAT roles and responsibilities, to be presented to the Board with an open invitation for Board members to attend ACAT meetings. Passed unanimously.

## 9. Subcommittee Reports and Updates

### Service Planning Subcommittee (SPS) – Bill Castor, Chair

The Subcommittee met on July 3, 2013. They discussed the Public Forum on Accessible Transit design and format, with the intent of creating a well-defined format for future use. The Subcommittee laid out many things to do and intend to complete the format in the upcoming August meeting. A small group of Subcommittee members will meet with the TTC Chair regarding her feedback on the Public Forum format.

The Subcommittee then discussed the issue of support personnel on the TTC. Legal will be providing an exact definition of support personnel at the August meeting, after which the Subcommittee will provide a recommendation to the TTC.

They addressed the item of a training program that had been written up 3 years ago and never disseminated. The Subcommittee will review the program, bring it up to date, and submit it to the TTC as a guideline for ACAT members to use when training Operators.

The Subcommittee plans to review the operation of the new streetcars. This discussion is pending information from the TTC of how the ramps will be deployed in traffic where there are

no streetcar platforms, and how customers will get to and from the ramps across traffic. When the TTC has provided the guidelines, the Subcommittee will offer comments.

The next meeting will be held August 7, 2013.

#### Design Review Subcommittee (DRS) – Craig Nicol, Chair

The Subcommittee held 3 meetings in July.

July 3, 2013

The Subcommittee reviewed the gap issue. At stations where the gap is wider at one end of the platform, the Subcommittee recommended overhead warning signs and explored the suggestion to use colour or tiling on the floor. The Subcommittee discussed possible solutions for the vertical gap, providing suggestions for Staff comment.

A wayfinding tile issue outside elevators at TYSSE stations was identified and a site visit to some existing stations will be set up to determine if a design change is necessary.

The Subcommittee discussed elevator control panel button arrangement, third party elevator control panel button layout, inconsistencies in floor numbering, and changes expected in the Safety Code for elevators which impact these issues. Staff will collect information on inconsistencies and the CSA standard revision on floor numbering will be forwarded to Staff. A meeting will be held with elevator staff in upcoming months to review these and other elevator issues including elevator refurbishment.

The SRT stations no longer fall within the EA schedule due to Metrolinx SRT replacement. The Subcommittee requested an updated EA3 schedule incorporating Islington and Warden stations.

July 17, 2013

The Subcommittee presented a statement of concern regarding PRESTO schedule slippage and lack of equipment documentation for review. The complete statement is attached in the DRS Minutes. Staff agreed to provide documentation for the Add Value Machine (AVM) by July 19, 2013. Device placement reviews were conducted for Broadview, Bloor-Yonge, and St. George Stations. Subcommittee recommendations are contained in the Minutes.

Public Forum DRS-related issues were presented with some discussion. DRS and the TTC are already working on many of the issues. Staff are putting together responses to common themes; these will be brought to the Subcommittee for discussion and input.

Discussion took place about how persons with visual impairment are notified about out of service stops. Staff will look at signage options and Operator training.

This meeting was followed by a combined Communications Subcommittee (CS) and DRS meeting. Minutes will be issued by CS.

July 24, 2013

The Subcommittee reviewed PRESTO device locations at 3 stations -- Dundas West, Islington, and Kipling. The Subcommittee pointed out concerns about space to access PRESTO devices in small stations.

The Subcommittee presented comments regarding AVM documentation for inclusion in the TTC feedback to PRESTO. These included general comments as well as clause-specific comments. Further consultation is expected.

There was a discussion relating to PRESTO equipment design and implementation.

The next meeting will be on July 31, 2013 from 10 a.m. to 12 p.m., with an afternoon site visit to review the articulated bus.

Questions from ACAT:

A question was asked regarding the time line for solutions to the issues with PRESTO devices.

SPS advised that there is currently no timeline in place, though PRESTO is intending to be in service on the streetcars by quarter one in 2014. DRS will make a statement about timeline concerns to ACAT executive, to be passed on to the TTC Board Chair.

Clarification was given regarding the space issue in the placement of PRESTO devices in stations, that it is for people pulling up in mobility devices as well as for traffic congestion.

A question was raised if there is any information about the PRESTO launch in Ottawa.

None; although PRESTO is redesigning the system in Ottawa.

#### Wheel-Trans Operations Subcommittee (WTOS) – Lynn McCormick, Chair

The Subcommittee discussed a report received from the Ombudsman claiming that a rider of Wheel-Trans complained that the use of video surveillance was used in the Questionable Rider Program to help determine his/her continued eligibility as a WT rider.

After review, the Ombudsman did not say that WT could not use the video recordings for this purpose. In addition to the Ombudsman's report, the TTC had consulted with the Privacy Commissioner, who had also said that using videos for this purpose is acceptable. The Ombudsman recommended that the public be made aware that videos may be used for this purpose, as well as provide a copy to riders during the appeal process.

Staff plan to update the policies and until that has been completed video recordings will not be used in the Questionable Rider Program.

Staff provided an update on the outstanding items from the Auditor General's Report: The no-shows and late cancellations, identifying individuals who cancel frequently and ways to proactively notify customers when they are approaching their limit of allowable late cancellations / no-shows, using similar technology to the call outs.

Brayan Bratanov, Howard Wax, and Lynn McCormick had attended the Annual Taxi Refresher Training course received by the taxi drivers. Members discussed the purpose and role of ACAT, which is to monitor the training programme to ensure it is conducted in accordance with the training program that the company submitted when they made the bid to provide this service.

Several members spoke of incidents where Operators were asked to help out in unusual circumstances - a mobility device had broken down; secondly, a person in a mobility device needed EMS; and thirdly, where a ride was requested on the street. The Operator replied that he could no longer do this with the new system. Staff reassured the Subcommittee that the new scheduling system does accommodate this, allowing Operators to reschedule trips on their own. If a customer is stranded and picking them up keeps the Operators within 10 minutes of their schedule, the Operator is allowed to pick up the customer and advise Dispatch later. Operators will be reminded of what their options are in these situations.

The Subcommittee discussed the deputation made by Mr. Michael Dzura at the June 27, 2013 ACAT meeting. The Subcommittee agreed that many WT riders are in a similar situation as Mr. Dzura. We advised in writing that Mr. Dzura work with his attendant care provider to ensure that he gets to his rides in time. The Subcommittee discussed the Late Cancellation / No-show policy, agreed that it was followed appropriately, and did not advise any changes.

From the Outstanding Items List, the Subcommittee reviewed the items regarding the possibility of the new bike lanes and raised the issue of dividers obstructing WT vehicles. Staff presented the City Bylaw stating that TTC vehicles are permitted to stop in the bike lanes. WT vehicles tested the divider and found that there was no risk of obstruction. This item was closed and removed from the list.

Following the meeting, the Subcommittee went on a tour of the WT facilities.

The next meeting is scheduled for August 7, 2013, but will be revised.

#### Communications Subcommittee (CS) – Debbie Gillespie, Chair

The Subcommittee met on July 17, 2013 in conjunction with DRS. They discussed priority seating on TTC vehicles and Customer Communications provided updates. The decals will be in place and the blue fabric for priority seating has been ordered.

Regarding the subway station description pages, Craig Nicol, Angela Marley, and Mazin Aribi have been working with Customer Communications. The pages will go live by mid-September. They are currently undergoing final editing.

The Subcommittee received a presentation on the new bus stop signs and shelter maps from Customer Communications. Both CS and DRS raised concerns about the height of the signs and difficulty reading them. A pilot is currently underway on the Wellesley 94 bus route and feedback will be collected on the street and website when the project restarts with a new staff member in September. Feedback will be provided at the next meeting.

During the meeting, Debbie Gillespie expressed concern about the timeliness and readability of materials for the Subcommittees. If the materials are not provided ahead of time in a format that all members can access, the relevant items will be removed from the agenda.

#### 10. Customer Liaison Panel (CLP) Report

The CLP meeting held on July 10, 2013 was chaired by Chris Upfold and began at 5:00 p.m. in the TTC Boardroom.

It began with a presentation by Brad Ross regarding feedback for the recently released "Passenger Assistance Alarm" video explainer on the TTC website. The video was generally well received by the panel. Issues raised were concerns over the length, use of more graphics, and clarity of the message. Tim Rose raised the issue of captioning, was assured that it was in place, and suggested ideas for disability-related videos.

They then had a presentation and discussion by Dave Dixon regarding the upcoming extended subway closure between St. George and Bloor-Yonge stations in October. The presentation covered the reason for the closure, shuttle bus service, and feedback on customer service. A long and in-depth discussion followed, and Tim Rose raised accessibility concerns of shuttle service, which Mr. Dixon said was part of the plan. Members had a wealth of ideas regarding customer service.

The third presentation of the night, by John Morrison, was an in-depth presentation on streetcar service. As streetcars are not currently accessible (a point brought up during Q & A), there was not much input from an ACAT angle, but it was an interesting presentation regardless.

There was also a brief discussion regarding CLP membership. All CLP members are appointed except ACAT which holds a permanent seat on the panel with Tim Rose elected as the representative for 2013.

The meeting concluded with observations by panel members. Issues raised included subway noise, drivers expressing personal views, and commendations over the service during recent flood. All concerns were documented and responses offered by staff.

Next CLP Meeting: September 11, 2013. Tim Rose requested ACAT members to send him concerns/issues that they want brought to the Panel.

#### 11. Report on TTC Board Meeting and Accessibility Matters

Howard Wax, Vice-Chair, provided a brief report. On July 24, 2013, he sent out copies of the CEO monthly reports on operations of the TTC and asked ACAT members to read them. Both the reports from June 24, 2013, and July 24, 2013, have information on Wheel-Trans and accessibility issues. Howard Wax will send the reports electronically.

#### 12. Review of Correspondence – Nil

#### 13. Electronic Distribution of ACAT Subcommittee Minutes

All members will receive an electronic copy of the ACAT meeting package, approved Subcommittee minutes and Outstanding Items lists. However, ACAT members were given the following options on how they would receive hard copies of meeting materials:

1. Full Package - Receive a hard copy of the ACAT meeting package with Agenda, Minutes, Outstanding Items, and attachments, as well as approved Subcommittee Minutes, Outstanding Items lists, and attachments.



2. Receive a hard copy ACAT meeting package, with Agenda, Minutes, Outstanding Items, and attachments. No Subcommittee meeting information is included.
3. Electronic correspondence preferred.

After discussion, ACAT reached the consensus that Option Two would be the default choice for members to receive meeting materials. However, if a member prefers another option, they can indicate this to Grace Santos, Wheel-Trans.

14. Other Items / New Business - Nil

15. Next Meeting

The next meeting of ACAT will be held on Thursday August 29, 2013 from 1:00 to 3:30 p.m. at 1900 Yonge Street, 7<sup>th</sup> Floor Boardroom.

16. Adjournment

On motion by Howard Wax and seconded by Brayan Bratanov, the meeting was adjourned at 3:30 p.m.

Janet Wright  
Recording Secretary

