



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

January 6, 2015

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 October 30, 2014 and November 27, 2014 General Monthly meetings to the January 21, 2015 Board Meeting for information (attached).

Thank you.

Sincerely,

Susan Davidson

Susan Davidson
2014 ACAT Chair

Attachments: ACAT Minutes – October 30, 2014
ACAT Minutes – November 27, 2014

TORONTO TRANSIT COMMISSION

COMMITTEE MINUTES

Minutes of Meeting: Advisory Committee on Accessible Transit
Meeting No. 283

Meeting Date: Thursday, October 30, 2014

Location: 7th Floor Boardroom
1900 Yonge Street

Present: Susan Davidson, Chair
Mazin Aribi, Co-Vice Chair
Tim Rose, Co-Vice Chair
Sarah Adams
Judy Berger
Bill Castor
Angela Marley
Lynn McCormick
Marian McDonell
Bobbi Moore
Craig Nicol
Angela Rebeiro
Sam Savona

Pool Members: Margaret Hageman
Jerry Borins

Regrets: Anna Barath
Karma Burkhar
Debbie Gillespie

TTC Representatives: Jacqueline Darwood
Matt Hagg
Dean Milton
Thomas Hartley
Collie Greenwood
Orest Kobylansky

Guest: Matthew Boscario, Chief of Staff of Chair Augimeri

Copies:

Andy Byford
Richard Leary
Chris Upfold
Orest Kobylansky
Sameh Ghaly
Vince Rodo
Brad Ross
Gary Shortt
Mitch Stambler
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 September 25, 2014 Minutes
5. Business Arising Out of Minutes / Outstanding Items
6. Deputation: Alan Yule
7. Subcommittee Reports and Updates
8. Customer Liaison Panel Report
9. Metrolinx Accessibility Advisory Committee Update
10. Review of Correspondence
11. Other / New Business
12. Next Meeting – November 27, 2014
13. Adjournment

1. Call to Order and Attendance

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

Collie Greenwood, TTC Head of Stations, presented an issue that will be coming before the November ACAT Service Planning Subcommittee meeting. In the course of the construction at Union Station, access to the University-Spadina elevator will be unavailable in December and January 2015. The TTC only learned of this requirement recently, and will come to ACAT with more information and ask for input on how to ensure accessibility at Union Station, as well as the accessible alternate routes through Queen and St. Andrew Stations, during this outage.

2. Declaration of Conflict of Interest: Nil

3. Approval of Agenda

On motion by Craig Nicol and seconded by Bill Castor, the Committee reviewed and accepted the Agenda with the following revisions:

- Steve Kean will not attend to give his deputation. As it was submitted in writing, it was moved down to Correspondence.
- Jerry Borins will not make a deputation which will be submitted in writing.
- Angela Marley added two discussions under New Business: 1) Route signage on buses during Remembrance Day, and 2) The Role of ACAT in TTC Board Orientation.
- Marian McDonnell added a discussion of the Pan Am and Para Pan Am Games under New Business.
- Sam Savona added two discussions under New Business: 1) A discussion of the privately engaged bus that has a route from Liberty Village, and 2) A discussion of bike racks on buses.

4. Review and Approval of September 25, 2014 Minutes

On motion by Angela Marley and seconded by Judy Berger, the Committee reviewed and accepted the Minutes with the following revisions:

- Page 9, paragraph 3: Remove the line "Motion made ... SPS Minutes." The Motion is recorded below, in the fourth paragraph following.

5. Business Arising Out of Minutes/Outstanding Items

Regarding Page 5, Item 7, the question raised about someone coming to speak about priority seating, Susan Davidson explained that Orest Kobylansky would attend the current meeting to speak on this matter.

Regarding the Page 8, paragraph 1 discussion on the streetcar ramp catching on the tactile strip edging the Spadina Station streetcar platform, the Design Review Subcommittee received clarification that there is a significant drop at the curb and the tactile domes are necessary.

Regarding the Motion passed in the September meeting to send a recommendation to the Board to ultimately forward to the Province for the amendment of the Highway Traffic Act to

ensure safety at non-platform streetcar stops, the letter has been written and will be presented at the December Board meeting.

Regarding the recommendation to the Board to forward to the City for the installation of zebra crossings and Audio Pedestrian Signals, the letter was received by the City and referred to the City's Public Works Committee.

Regarding the Page 11, Item 12 discussion on Culture of Accessibility, Tim Rose will distribute an email to members next week with suggestions on moving forward.

Regarding the Page 12, Item 14c discussion on ACAT Information Sessions, Susan Davidson reported that the two sessions were held, with great interest and a number of applications. The ACAT Executive will follow the review process.

6. Deputation: Alan Yule

Alan Yule presented his deputation regarding TTC guidelines for use of strollers on buses and impacts to accessibility. The print and electronic version was provided to members.

ACAT thanked Alan Yule for the deputation.

Marian McDonell commented that the deputation is timely and necessary, and reported issues that she has experienced on buses where both strollers and mobility devices have boarded, constricting the aisle and putting her mobility device controller in harm's way.

Craig Nicol requested clarification on the comment about an oversized bicycle. Alan Yule explained that he was suggesting that large pictograms of strollers, bicycles, and the International Symbol of Access be painted on the side of the vehicle to indicate the appropriate door and section, rather than the small decals that currently exist for bicycles and accessibility. There is not currently a symbol for strollers on TTC streetcars.

This item was referred to the Service Planning Subcommittee, where appropriate staff will attend to discuss the stroller policies, and the next steps for ACAT to follow will be determined.

Craig Nicol requested an accessible version of the presentation, including references to transit policies. Alan Yule will submit these later in the week.

7. Subcommittee Reports and Updates

Service Planning Subcommittee (SPS) – Angela Rebeiro, Chair

The last meeting was held October 8, 2014.

- 2014 Public Forum on Accessible Transit – Debrief and Next Steps

Mary Leo-Oliver, TTC Special Events, attended to receive and provide feedback on the September 17, 2014 Public Forum.

Overall, the feedback from the Subcommittee was positive:

- They observed that the number of attendees at the meeting was impressive, and while not everyone had a chance to speak, most people were very engaged in the process.

- There appeared to be enthusiasm in the room and the moderator did a reasonable job of keeping it moving forward, even if some people spoke longer than their allotted time.
- Wheel-Trans did an excellent job of moving people to and from the Forum, and the shuttle bus was also effective. In particular, the departure was very well-organized.
- Although the audio was good, it seemed to degrade when Susan Davidson started to speak. Staff agreed that this was an issue, and explained that there was a problem with the audio and this was something to ensure does not happen again next year.
- The name tags and colour shirts were effective in identifying who was who.
- Having the PowerPoint presentation available online ahead of time was effective.
- The market place before the forum was well-organized, tables were laid out with ample space for people to move around, and the greeting and information table at the entrance was a positive addition to the night's events.
- Advertising and promotion of the Forum appeared to be well-organized with voiceover reminders of the date in the subway system, and signage at elevator doors and throughout the system. Signage at the market place was also prominent, making it easy and clear to find the various departments' information booths.
- TTC staff appeared to be out in good numbers and both staff and ushers were helpful and unobtrusive.
- Concern was expressed at the fact that attendees left the meeting without knowing how their concerns would be addressed.
- One or two of the members found themselves reminding the public that ACAT did not deal only with Wheel-Trans, nor was it responsible for Wheel-Trans, but that its members are an advisory committee to the TTC for the entire system.
- Some people were disappointed that they did not get a response to their questions or statements, and others were disappointed not to have had the opportunity to present their comments.

Feedback from Staff:

- By working with ACAT, the set up worked well.
- Some people were disappointed that they did not hear more responses to their questions, although they appreciated the opportunity to speak.
- There was not enough time to accommodate everyone who wanted to speak, and some people stayed late to speak with Andy Byford directly.
- There were problems with people using mobility devices sitting in the area designated for people with hearing impairments, where the closed captioning was most visible.
- Staff are considering other formats for next year, looking at how there can be better equity in attendees speaking. This might take the form of round tables, which may help to control the microphone and the amount of time people speak. Members urged TTC personnel to try finding other venues, especially if it allows moving the event around to different parts of the city. With the Pan Am games, there might be new sites built that can be used.
- One suggestion was to have the Forum held earlier in the week, so it will not compete with any weekend preparations that the location owners might have to prepare for. The Subcommittee will take this back to ACAT.

The next steps are to review attendee remarks from the meeting. These will be sorted and sent off to appropriate departments to address them. Ultimately, the responses to common themes raised will be posted on the TTC website.

- Training for Customer Service Ambassadors

Staff from the TTC Training Department, Josie Panetta, Andrew Dixon, and Seth Irvine, joined the meeting to answer questions and take back feedback on the training of Ambassadors in stations and on streetcars. ACAT had some concerns that Ambassadors were not fully trained in accessibility information.

An example was an incident reported by members where Ambassadors did not have accessibility information at Union Station, where an elevator was not working and the Ambassador did not know alternate routes.

Josie Panetta provided background on the Ambassadors. During the past three years, they have been students hired from May to Labour Day to help customers in subway stations. They are trained for emergencies and in TTC customer service, including accessibility. They are trained to inform customers of alternate routes, especially if there is an elevator outage.

A third party contractor has been hired to provide subway closure customer service representatives. They are trained by the TTC for a full day, with time spent on AODA and expectations for serving all customers. They are specifically told the same thing about elevator outages, to provide an alternate route. There are always lead Supervisors at every closure site if there are questions or incidents. So, if there is an elevator outage, the customer service representative is trained to a) inform the customer of alternate routes, b) contact their Supervisor, c) if there are Wheel-Trans vehicles available, they inform Transit Control who will send the vehicle. If someone using a mobility device is placed on a Wheel-Trans vehicle, their companions will accompany them, and they will be taken directly to their destination, within reason.

For the low-floor streetcar Ambassadors, there is a contract company different from the others. They will be out there indefinitely, for the rollout of the streetcars on new routes in the next two years. They are posted seven days a week, with two shifts per day, from the opening of stations until 10:00 p.m. They are trained similarly to subway closure representatives, with more time spent on new features of the streetcar. Ambassadors are brought onto the vehicles, demonstrated the features, and shown a video. For priority seating, Ambassadors are instructed that if someone is in the priority seating location with a stroller, they need to ask them to move because a person using a mobility device needs to be there. They are instructed to request that this person locate themselves to other nearby seating. If there is an elevator outage at Spadina Station, alternate routes are posted at that station. If there is a ramp malfunction, they can contact the Operator directly.

Judy Berger commented that the staff posted at St. George and Yonge Stations in the morning rush hour who ask people to move are very effective. Andrew Dixon explained that these are TTC staff transitioning back to work, and not Ambassadors.

The Subcommittee suggested that Ambassadors on streetcars should be aware of elevator closures in stations on the streetcar line, in case customers would change to an alternate route.

The Subcommittee had the opportunity to review three training manuals and found that overall they were very well-written. These training documents were provided to Ambassadors who are working with TTC customers.

Staff commented that directing people to other doors is a standard announcement, but Ambassadors have not been engaging. Ambassadors will be issued a card reminding them what to say.

Angela Rebeiro suggested to the Committee that they read the SPS Minutes when they become available.

The next meeting will be held November 5, 2014.

Questions and Comments from the Committee:

Marian McDonell commented that Dean Milton and Wheel-Trans worked hard to have the new Wheel-Trans guide ready for the Public Forum. Mazin Aribi suggested that the guide be made available for download on the website. Dean Milton is currently working on this with TTC Communications.

Marian McDonell asked if it would be productive to have an ACAT member present for the training of Ambassadors. Staff explained that Training has developed a module that is passed on to the contract companies, and will discuss possible ACAT input with Training.

Angela Marley commented that next year ACAT will need to look at how to encourage Board members to attend the Forum.

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

The last meeting was held October 21, 2014.

A couple months ago, the Subcommittee was involved in developing a Customer Satisfaction Survey for Wheel-Trans customers. Results were presented, taking the majority of the meeting. There were 5,000 responses altogether and the results were quite good. The majority of responses were positive and customers were happy with the system. Results will be brought to the November ACAT meeting.

The same survey will be run again next year and the results compared to the current round.

Design Review Subcommittee (DRS) – Craig Nicol, Chair

The last meeting was held on October 3, 2014.

The following items were discussed: the directional wayfinding tiles, the tactile strip down the centre of subway centre platforms guiding to stairs, escalators, and elevators. Staff provided background information and samples of directional wayfinding tiles currently installed on subway platforms, which were developed by the TTC in the 1990's in consultation with CNIB and ACAT. New standards for directional wayfinding tiles mean the current tiles are no longer compliant with best practices. It was proposed that the TTC adopt tiles compliant with Canadian Standards Association (CSA) and International Standards Organization (ISO) standards for all new construction. The Subcommittee recommended the new design be installed in the six new stations being built on Line 1. This will be in line with Metrolinx plans for the Eglinton Crosstown. After the experience of using the new tiles on the Line 1 extension, the TTC may consider retrofitting other stations.

TTC Engineering will take back the Subcommittee's recommendations and request that the project teams for the new stations use the new designs. They will report back to the Subcommittee.

Staff updated the Subcommittee on the status of the Easier Access III projects. Dufferin Station is expected to be completed by the end of November 2014, and Lawrence West Station is expected to be completed by the end of December 2014. The other stations were listed, with Warden and Islington Stations last as they are pending other construction projects. The Subcommittee expressed concern about funding. Staff assured that planning is ongoing, with the assumption that funding will be made available by 2018, when current funding runs out. The target for all stations to be accessible remains 2025.

The Subcommittee was made aware of and provided with proposed amendments for CSA B651 Accessible Design for the Built Environment. The period for public comment expired on October 27, 2014.

The Design Review Subcommittee Outstanding Items List was updated with several items closed.

Other business items discussed included:

- Maintenance of third party entrance features at subway stations, where power doors were not operating. This is an issue that has been raised in the past with the TTC Planning and Property Development department, at which time they discussed improving the Station Manager role in advising property owners of their responsibilities when features go down. New agreements will be more stringent in requirements for maintaining accessible elements and it is expected that the TTC will update agreements when they have opportunities, to increase control over the accessible facilities that are critical for stations.
- Tactile edge marking tiles at the Spadina Station streetcar platform are placed some distance from the platform edge. Earlier, the Subcommittee thought that the curb was normal, and tactile warnings were not needed, but has since been informed that the curb height is greater than ten inches and the tactile warning is necessary. The distance at which it is placed back from the edge can be an issue. Craig Nicol suggested that the TTC look at Japan's bullet train stations, where they must place tiles back from the edge because of the suction of trains. Tiles were placed further back and people would stand on the wrong side, so they combined them with directional wayfinding tiles so people would know where they were standing to wait. Staff will take this back to Engineering for discussion.
- Marking of accessible door loading locations on streetcar platforms will be an item for the November meeting.

The next meeting will be held November 5, 2014.

Comments and Questions from the Committee:

Mazin Aribi requested an update on the Dufferin and Lawrence Station completion dates. Staff had no update, but reported there would be announcements and press similar to when the elevators at Pape Station opened.

Communications Subcommittee (CS) – Marian McDonell, Chair

The last meeting was held on October 7, 2014.

Minutes from the August 7, 2014 meeting were approved.

Deborah Brown was introduced as the new Manager of TTC Customer Communications.

The Customer Service report concerning the August 7, 2014 Minutes was discussed at the ACAT meeting in terms of the issue of customers in strollers occupying space designated for customers using mobility devices. The policy which states that customers must vacate the priority location if someone using a mobility device requires that spot, including customers in strollers, needs more clarification. Operations staff have been invited to an ACAT General meeting to discuss the policy.

- New Streetcar Launch Campaign – Update

Deborah Brown presented an update on the low floor streetcar launch on August 31, 2014. In this brief period, customers who have been using the accessible streetcar generally express satisfaction. The Subcommittee requested to receive more information as more people use the streetcars and more streetcars are deployed.

The Subcommittee discussed and expressed concerns about many issues, such as:

- Crowding inside and outside the second door where the ramp is deployed.
- Conflict between strollers and mobility devices using the ramp and the priority locations. Staff reported that knowledge of policy and bylaw is part of Operator and Ambassador training.
- Lack of awareness that there are only two new low-floor streetcars in use and the ramifications of this reality. Some people do not realize the long wait time between accessible streetcars.
- Some customers find that the ramp is quite steep.
- Applications and text services that locate the next accessible vehicle are very useful.
- Many customers are unaware of the purpose of the blue seats.

Deborah Brown stated that she would pass on the Subcommittee's comments and get more feedback from the ambassadors before the next meeting.

- Priority Seating Campaign – Update

Deborah Brown updated the Subcommittee on the Priority Seating Campaign launched on September 22, 2014 on subways, streetcars, and buses. She suggested a modification to education materials to include an image of the blue seats, tying the message to the location on the vehicle and helping customers make that connection. This would be included in the next roll out of most materials in 2015, but could be incorporated immediately into Metro newspaper ads

The Subcommittee discussed and expressed concerns about many issues, such as Operators no longer asking passengers to move and customers not being aware of what the blue seats are for.

There was much discussion of using ACAT to endorse accessibility messages with the TTC. This item will be taken away by staff for discussion, and then return to the Subcommittee, after which it can be brought to ACAT.

Dean Milton distributed a list of priority seating FAQs. The Subcommittee discussed #6, where the wording puts the onus of asking people to move on the customer instead of making it a joint effort with Operators. Staff will confirm the Operator's role in such a situation and the revised FAQ will return to the Subcommittee for comment.

- Interchange Station Announcements – Update

Members confirmed that the announcements have returned and that they now specify which line the subway connects with.

- ACAT Information on the TTC Website

Deborah Brown agreed that ACAT information on the TTC website could be updated and modified to be easier to read and find. She will distribute her edits to members for feedback and Oskar Westin, Website Design, will implement changes.

- Communications Subcommittee Outstanding Items List

The Subcommittee discussed that ensuring that people using mobility devices board first and disembark last is a safety measure. The Subcommittee suggested rolling this into the Priority Seating Campaign or the upcoming safety campaign in 2015.

Matt Hagg will pass on Operator training concerns to Operations, and refer this item to the Service Planning Subcommittee.

Kevin Lee provided an update on the accessibility section in Board reports written by staff. Members were asked to review the sheet of examples/questions and answers, and respond with any feedback or additional questions that staff can ask while completing the template. The template will be reviewed in December and the communication guide will be issued in January 2015. Kevin Lee distributed a mock-up of the system for Subcommittee review.

Debbie Gillespie brought forward an issue of Driver training, where she was let off at a construction site one block before her stop without being told, which is against procedures. Lynn McCormick suggested that ACAT members and former ACAT members continue to attend Operator sign up sessions; however, the focus continues to be on the Hillcrest Training sessions. This item was referred to the Service Planning Subcommittee.

The next meeting will be held on November 6, 2014.

8. Customer Liaison Panel Report - Angela Marley, 2014 CLP ACAT Representative

No meeting was held in October. The next meeting will be held in November 2014.

9. Metrolinx Accessibility Advisory Committee Update – Sam Savona / Sarah Adams

The last meeting was held October 21, 2014.

The only issue regarding the Eglinton Crosstown was a discussion of centre platforms versus side platforms. This issue was triggered by a person previously writing an article that stated centre platforms are not as safe for persons with visual impairments. Metrolinx demonstrated that they could not install side platforms due to space constraints.

10. Review of Correspondence

Susan Davidson, Chair, reported that Steve Kean submitted a written deputation requesting a modification to the Wheel-Trans Late Cancellation/No Show policy. The deputation was referred to the Wheel-Trans Operations Subcommittee.

11. Other Items / New Business

- a) Orest Kobylansky, Head of Bus Transportation, spoke on the issue of priority seating and strollers. The priority seating policy, which is now advertised in decals, posters, YouTube videos, and pamphlets, specifies that priority seats are for customers with a disability, seniors, pregnant women, or someone carrying a child. Customers with strollers are not included in these four categories; therefore, if a person who falls into one of these four categories asks someone with a stroller to move, the customer with the stroller would be expected to move. Operators have been informed of the policy and provided the answers to common customer questions such as if someone must leave the vehicle to provide space. Customers can ask Operators to request another customer to move; however, the Operator cannot enforce the policy. They can only call in to the Control Centre and ask for a Supervisor to intervene remotely. If the issue persists, a Mobile Supervisor can attend.

Although there are 1.8 million customers on the TTC per day, few incidents are reported.

When an Operator is not available, such as on the subway, Orest Kobylansky recommended that customers voice their concerns, as others might not notice that someone may need their seat, but will move if they are asked. An overabundance of decals and signs can be overwhelming. As well, it is important to understand that there may be invisible disabilities, and this may be why customers do not move from their seats when asked.

Angela Marley commented that informing customers that mobility devices need to be in mobility device locations for safety and legal reasons has proven effective for her in the past at encouraging other customers to move. Often customers simply do not know the policy or what to do when someone with a disability boards.

Marian McDonell commented that asking customers to move puts customers with a disability in an uncomfortable position, so Operators should make the request. As well, the stroller policy requires further discussion and to be fleshed out.

Orest Kobylansky assured that Operators are trained to approach people in the priority seating and ask them to move, but they cannot enforce and they cannot ask about their disabilities. As the education campaign unfolds, feedback will be gathered to see if there are other ways to highlight priority seating.

- b) Angela Marley brought forward a discussion on route and destination signage on buses. In 2009 and 2010, the concern was raised that there were many non-transit messages in bus route and destination signs around certain events. This was problematic for people with visual impairments, where the amount of time to cycle through messages made them miss their bus. ACAT recommended only having route destination information on those signs. With Remembrance Day coming, Angela Marley thought it would be good practice to review and clarify this practice, as some people may wonder why the signs do not say Lest We Forget. However, buses now have a poster board in the front window that says Lest We Forget and therefore she suggested that ACAT commend the TTC on being able to respond

to ACAT's concern and still honour veterans.

ACAT agreed that the TTC has made a commendable choice, but will not motion to the Board. In the future, ACAT welcomes submissions of other concerns that the TTC may have about signage and how it may affect accessibility or impede the ability of customers to read route and destination messages.

- c) Angela Marley brought forward the item that a new TTC Board will be appointed and asked if there is a role for ACAT during orientation. The ACAT Executive hopes to have an opportunity to speak at the first Board meeting which will be discussed at the next Quarterly Meeting.

Orest Kobylansky stood to explain that there will be a briefing day with TTC staff. He will check to see if there is a window for ACAT. As well, in preparing the briefing package for the Mayor and their team, he will check if there is a section for ACAT. Jacqueline Darwood stated that there is already a section on accessibility.

- d) Susan Davidson asked if ACAT would be interested in having the new Mayor attend to speak. ACAT agreed.
- e) Marian McDonnell requested an update on the Pan Am and Para Pan Am Games and a presentation of the TTC's role.

Staff will provide this presentation at the November ACAT meeting. In the interim, the presentation provided in August 2013 will be re-distributed to members.

- f) Sam Savona brought forward the concern that there is a private company offering transit service to and from Liberty Village. Although this company will not fall under TTC purview, he requested that if the TTC is approached to provide a report on the private service, that they insist that the services be accessible to all.

Sarah Adams reported that she contacted the company and they fall under the AODA and they do want wheelchair accessible vehicles.

- g) Sam Savona requested an update on the report in the news that the TTC are no longer using the bike racks on buses.

Orest Kobylansky stood to explain that a number of Operators complained about sight lines on the articulated buses. Ergonomic assessment reviewed the issue and said that a maximum of one bike can be stowed on the articulated buses, or they should lower the bike rack for better sight lines. As they were working with the Union and internal responsibility, the Minister of Labour reviewed on October 16 and determined that the TTC could not use the bike racks on any buses, even the Orion 7's where there was no issue to begin with.

The TTC met with a legal company to appeal this determination and the Minister of Labour asked not to appeal. They returned and changed the order so that the Orion 7 racks can be used. Currently, the articulated racks cannot be used until risk assessments and modifications can be made. The TTC has made a modification that was tested on October 29, that will probably be the final solution. If this solution is effective, the articulated fleet will be retrofitted. While the bike racks are unavailable, bikes still cannot be brought onto a crowded bus or boarded during rush hour. If customers do put bikes in the priority

seating area, the Operator can be asked to request that they move.

- h) Sarah Adams reported that while on the new streetcar at Union Station, she witnessed the rubber at the end of the ramp catch on the tactile surface and bend. Staff reported that TTC Engineering and Construction is aware of this situation and are working on modifications.

Craig Nicol will take this issue back to the Design Review Subcommittee for discussion.

- i) Craig Nicol requested information on the PRESTO launch that was previously scheduled for November. Staff reported that they did not have an update available.
- j) Craig Nicol requested an update on Bombardier and the delivery of new streetcars, as this impacts the accessibility of the Spadina line. Staff reported that Service Planning is preparing scenarios and is waiting an update from the manufacturer.
- k) Mazin Aribi requested an update on the feedback that Ambassadors and TTC personnel have received on the new streetcar, including technical and operational issues. Mazin Aribi also brought forward the concern that there is still crowding around the second streetcar door, and sometimes pushing or banging on the door while the ramp is being deployed. This is hazardous when people are walking outside and can get caught by the ramp because they do not know it is being deployed. Ambassadors are posted at the second door and should tell people to exit via other doors.

Sam Savona suggested that, if cameras over the second door are recording, that they can be reviewed to catch issues with the ramp.

Regarding the Streetcar Ambassadors, Sam Savona asked who will determine when they are no longer needed and if ACAT will have input into that decision. Marian McDonell asked for clarification on the end date for the Streetcar Ambassadors, as the Communications Subcommittee was told November 22, 2014 and the Service Planning Committee was told indefinitely.

Staff noted that Streetcar Transportation staff will be attending the November Service Planning Subcommittee meeting and that these issues will be brought up at that meeting. Any engineering-related concerns will be forwarded to Rail Vehicle Engineering. They advised that a full scale public awareness campaign has not yet been rolled out because there are only two vehicles in operation.

12. Next Meeting

The next meeting of ACAT will be held on Thursday, November 27, 2014, from 1:00 to 3:30 p.m. at 1900 Yonge Street, 7th Floor Boardroom.

13. Adjournment

Motioned by Angela Rebeiro and seconded Marian McDonnell, the meeting was adjourned at 3:25 p.m.

Janet Wright
Recording Secretary

TORONTO TRANSIT COMMISSION

COMMITTEE MINUTES

Minutes of Meeting: Advisory Committee on Accessible Transit
Meeting No. 284

Meeting Date: Thursday, November 27, 2014

Location: 7th Floor Boardroom
1900 Yonge Street

Present: Susan Davidson, Chair
Mazin Aribi, Co-Vice Chair
Sarah Adams
Judy Berger
Karma Burkhar
Bill Castor
Debbie Gillespie
Angela Marley
Lynn McCormick
Marian McDonell
Bobbi Moore
Craig Nicol
Angela Rebeiro
Sam Savona

Pool Members: Margaret Hageman
Anna Barath

Regrets: Tim Rose, Co-Vice Chair
Jerry Borins, Pool Member

TTC Representatives: Orest Kobylansky
Kirsten Watson
Matt Hagg
Dean Milton
Ihor Witowych

Copies: Andy Byford
Richard Leary
Chris Upfold
Orest Kobylansky
Sameh Ghaly
Vince Rodo
Brad Ross
Gary Shortt
Mitch Stambler
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 the October 30, 2014 Minutes
5. Business Arising Out of Minutes / Outstanding Items
6. Deputation: Mary Burton
Harold Risman
7. Wheel-Trans Customer Satisfaction Survey
8. CEO Andy Byford – Experience in a Chair
9. Subcommittee Reports and Updates
10. Customer Liaison Panel Report
11. Metrolinx Accessibility Advisory Committee Update
12. Review of Correspondence
13. Other / New Business
14. Next Meeting – December 18, 2014
15. Adjournment

1. Call to Order and Attendance

Susan Davidson, Chair, called the meeting to order at 1:05 p.m. Attendance was taken.

2. Declaration of Conflict of Interest: Nil

3. Approval of Agenda

On motion by Mazin Aribi and seconded by Bill Castor, the Committee reviewed and accepted the Agenda with the following revisions:

- Item 5, CEO Andy Byford – Experience in a Chair was moved to Item 8, following Wheel-Trans Customer Satisfaction Survey.

4. Review and Approval of the October 30, 2014 Minutes

On motion by Angela Marley and seconded by Bill Castor, the Committee reviewed and accepted the Minutes with the following revisions:

- Page 4, paragraph 2: Revise "... the letter will be received by the City once the City's new Public Works Committee is in place" to "... the letter was received by the City and referred to the City's Public Works Committee."
- Page 8, paragraph 4, add "Design Review Subcommittee" before "Outstanding."
- Page 10, paragraph 6, add "Communications Subcommittee" before "Outstanding."

Note: In future, when Subcommittee reports refer to their Outstanding Items List, specify the Subcommittee name.

5. Business Arising Out of Minutes / Outstanding Items

Regarding the discussion specifying that there would be a Pan Am / ParaPan Am Games update in November, this update was moved to the December meeting, when the Planning group will have more current information.

Regarding Tim Rose's statement that he would send out an email about the Culture of Accessibility meeting, he has not had the chance to do so. The Committee discussed when a meeting should be pursued and agreed that next year would be preferable. Sam Savona moved that the Committee vote on a Culture of Accessibility Meeting in 2015. Debbie Gillespie seconded. All were in favour.

Following the deputation from Alan Yule, the Committee requested the written presentation. It has not been received. Alan Yule assured that it would be distributed shortly.

The Committee reviewed the Outstanding Items List:

Item PRESTO Accessibility Features - will be updated in the Design Review Subcommittee report.

Item Accessibility at Transit Stops - Marian McDonnell reported that the training of the general public on the boarding and deboarding of people using mobility devices will be rolled into a more

encompassing safety campaign in third quarter 2015. The item will be updated with this report and the completion date revised to "3rd QTR 2015."

Item Auditor General's Report - will be removed, as it is completed.

Item Gap Between Subway Trains and Platforms - Will be updated during the Design Review Subcommittee report.

Item Legends on Maps over TR Train Doors - Marian McDonell explained that Kal Bedder, Customer Communications, is working with engineers to see what they can do. The item will not be updated at this time.

Item Tracking of Reduced Fares - This issue is with the City and ongoing.

Item Incorporating "Accessibility Matters" on all Board Reports - The Action Required was updated with "November 20 memo received from Kevin Lee. TTC Corporate plans to align with City format to use the Equity Lens tool, under development." Completion date was revised to "March 2015."

Item ACAT Participation in the Training of Wheel-Trans Operators - Lynn McCormick elaborated on the arrangements that have been made with Staff for ACAT participation. The idea was brought forward to the Wheel-Trans Operations Subcommittee and discussed at that level, and then presented at the October ACAT meeting. The participation is limited to talking to Operators moving from conventional service to Wheel-Trans, helping Operators to understand the point of view of riders, similar to ACAT participation in the awareness training at Hillcrest. This opportunity will be available for all ACAT members. Lynn McCormick has done this twice as a pilot, in consultation with Michelle Hall from Wheel-Trans training.

Some Committee members felt that this was not discussed adequately at the Committee level. The item was referred to the Wheel-Trans Operations Subcommittee for further discussion and clarification of what ACAT's participation will be. The completion date was revised to Ongoing.

6. Deputations

o Mary Burton

Mary Burton, a staff member at the Community Head Injury Resource Services (CHIRS), and Andre, one of CHIRS' 40 clients, presented an appeal to reinstall the westbound bus stop that was formerly at Kensington and Finch Ave, west of Yonge Street. This bus stop is directly outside of CHIRS and has been used by the clients since CHIRS was built in 2001. Many of CHIRS clients do not qualify for Wheel-Trans, but cannot drive, so they rely on conventional transit. Because the clients of CHIRS experience cognitive, memory, and physical disabilities due to injury, the removal of the stop has caused many issues, such as confusion, anxiety, and frustration. The process of training to a new stop and new routine can take months.

Of particular concern, the TTC only gave CHIRS a month's warning that the stop would be removed. Now, some buses are stopping at the stop while others are not, and the inconsistency is making the transition more difficult.

When contacted, the TTC explained that the removal was to make the route time faster and to accommodate the new articulated buses. The nearest stops are at Talbot, 182 metres from

Kensington, and Beecroft, 240 metres from Kensington, which the deputants feel are too far for CHIRS clients who have physical disabilities, particularly in the winter.

Removing the stop has impacted the quality of life of CHIRS clients because CHIRS is their place of work, therapy, and recreation, and they are unable to get there. They feel that removal of the stop goes against the TTC priority for accessibility. The deputants advocated reinstating the Kensington stop and removing the Beecroft stop.

Questions from the Committee:

Craig Nicol asked which eastbound stop CHIRS clients use. The deputant explained that they use the Beecroft stop. Distance to the stop is only part of the issue, the other is the length of time to train to use Beecroft as the westbound stop. This is made more difficult by the short notice of a month, and how buses continue to stop there inconsistently, although the stop was removed in September.

Mazin Aribi asked for more details about correspondence with TTC. The deputant reported that the TTC responded to their concerns and suggestion with a reference to ACAT supporting the guidelines of the stop being removed, that the choice is in line with the amount of space needed. Angela Marley pointed out that Beecroft and Talbot are both signalized intersections.

The Committee referred this investigation to the Service Planning Subcommittee to discuss the two issues of the stop removal and how buses continue to stop on an inconsistent basis. After discussion, the results will be reported to ACAT and then the ACAT Chair will write a letter to the deputant.

- Harold Risman

Harold Risman made a deputation about the difficulties of cross-border travel between York Region and Toronto. He has a visual impairment, has had a stroke, and will be going on dialysis. He lives in Toronto and works at Centre and Bathurst. To travel to work, he takes Wheel-Trans, then waits at Centrepont Mall for between an hour and an hour and a half, and then is picked up by YRT Mobility. Because of this long wait time, he is often out of the house for 12 hours, which has had a negative impact on his health and quality of life. He requests that the TTC and YRT either find a way to coordinate their services or extend their service boundaries.

He is not the only person experiencing this issue. Many other Wheel-Trans riders must wait for extended periods of time when travelling to and from York Region. He has pursued this issue with the TTC, YRT, and the City, with no results.

The Committee thanked the deputant and referred the issue to the Wheel-Trans Operations Subcommittee, to be placed on the next agenda.

Craig Nicol is also a member of the Metrolinx Committee on accessibility, which is attempting to address this issue, and will bring this discussion forward there.

7. Wheel-Trans Customer Satisfaction Survey

Viktoriya Artemyeva, TTC Research Manager, and Bidya Lewis, from the research company, presented the results of the first Wheel-Trans Customer Satisfaction Survey conducted in August. The presentation was distributed to members.

Background

The TTC has been conducting customer satisfaction surveys on conventional service since 2012. As part of the Customer Charter commitments, the Wheel-Trans survey was developed and performed in 2014. They used the same research company that performed the conventional survey.

Objectives

The TTC wanted to measure the satisfaction of Wheel-Trans customers, creating a baseline. They wanted a better understanding of the challenges and obstacles to riders, with the intention of understanding if customers can use conventional service if improvements are made. Specifically, they wanted to identify the effectiveness of the support person program launched in early 2014, to see if it has encouraged riders to use conventional service. The information will be used in action plans and changes for customers, incorporating their feedback. This survey will be conducted every year to track results.

Methodology

The survey was conducted online August 19 to 31, 2014, with a response rate of approximately 1,500, or 18%, much higher than anticipated. The survey was distributed online, and a few respondents requested to complete the survey by telephone or by paper. They originally wanted a split of responses, but the online response was so great that they focused on online respondents and only offered other methods when requested.

Summary of Results

A complete summary and chart of results was provided to members via email.

Overall customer satisfaction is positive at 85%, or 7 to 10 out of 10 on overall satisfaction, compared to conventional customers who have 72-74% satisfaction. 52% of customers expressed pride in the TTC as well as satisfaction, identifying them as advocates. Conventional service has 22-24% advocacy. For both groups, advocates tend to be older, retired, and using the TTC in off-peak hours.

Customers using the sedan taxis were more satisfied than customers using minivans or Wheel-Trans buses, at 89% satisfaction compared to 82% and 83%, respectively. They suspect that this is due to the sedan taxi trip being shorter. There are disadvantages to the sedans, such as less well-trained drivers, so the high satisfaction of customers indicates the importance of trip times.

The three key drivers for customer satisfaction were trip duration, helpfulness of the Operator, and courtesy of the Operator. However, all drivers were seen to be important, such as smoothness of the ride. Next year, they will compare the data and see if the drivers remain the same.

90% of customers reported pride in the TTC, with 88% of Wheel-Trans bus users and 92% of minivan and sedan taxi users.

Pick up and drop off timings were investigated. 70% of customers reported that they were picked up and dropped off on time. Those that did not reported a range of issues, including the

vehicle not showing up. 75% of customers reported that when they called the Reservationist, they received the pick-up time they wanted. When asked, 80% of customers reported that they would be willing to share their rides if it would improve ride times. Interestingly, riders were more likely to agree to share their rides than the caregivers who travel with them.

Verbatim comments have provided areas for improvement, such as telephone wait times, pick up and drop off times, and vehicles not showing up. This first survey has provided a framework to tailor the next survey with better focus and understanding. Some comments were very touching, expressing how riders rely on Wheel-Trans and the impact that the service has had on their lives.

The TTC wanted to look at whether the Support Person Assistance Program encouraged people to ride more on conventional service. They found that usage of Wheel-Trans remained the same, but 46% of riders reported that they started using conventional service more often after receiving the card. Based on the verbatim comments, some riders felt intimidated or embarrassed by general customers on conventional service, and riding with a support person helped to alleviate this.

In terms of overall satisfaction of all conventional services, Wheel-Trans customers reported satisfaction similar to general riders. 73% of riders were satisfied by buses, subway, and streetcar.

Comments and Questions from the Committee

Remove "accessible" from references to the sedan taxis, as they are not accessible and this could cause confusion.

The question about willingness to share a ride implies that customers can choose not to share their ride, which is not accurate. Because Wheel-Trans is a part of public transit, sharing should go without asking. As well, the wording of the question implies that people will have a shorter ride when they share it, which is not true, rather than a shorter pick up window. These questions were intended to examine what customers would be willing to do for a smaller pick up and drop off window, as the TTC is exploring opportunities for people who are travelling to and from the same place, and will be reworded in the next survey.

In certain locations, people will be waiting for Wheel-Trans and they will be picked up one at a time, where it may be more efficient to arrange for picking up multiple people.

Hearing that Wheel-Trans customers were satisfied by streetcar service was a surprise, considering that the majority of customers cannot board the streetcars. A small proportion of riders were able to board the streetcars, likely with support person assistance. Committee members recommended making this clear in the results.

When talking about TTC advocates, it was noted that advocates on both conventional and Wheel-Trans show a similar description of being seniors. Angela Marley pointed out that 75% of Wheel-Trans riders are seniors, and asked if there is an outline of the Wheel-Trans rider demographics. Dibya Lewis explained that the purpose of grouping the respondents as advocates is to understand how they think and convert more riders into advocates. For the next survey, they will look at the definition of an advocate. In general riders, it was an older population who reported satisfaction and pride, so they naturally expected it to be higher in Wheel-Trans riders.

Mazin Aribi asked if ACAT was consulted in developing the questions. The Wheel-Trans Operations Subcommittee was involved in the development, and comments and suggestions from the current meeting will be recorded.

The large number of online responses indicates that more Wheel-Trans riders can book their rides online. Dinya Lewis explained that there was often someone helping, and when asked about booking there was a number who wanted to continue with telephone reservations rather than learning how to book online.

8. CEO Andy Byford – Experience in a Chair

CEO Andy Byford attended to present his experiences using a motorized wheelchair on TTC services.

At the 2013 TTC Public Forum on Accessible Transit, the TTC Chair was challenged to observe the system from a wheelchair. Andy Byford volunteered to do so. He was trained and accompanied by Mazin Aribi. He wanted to know what it was like to use the system, rather than assuming that the accessibility features are adequate. He went incognito to avoid media attention.

During the course of the day, he experienced travelling on Wheel-Trans, on a conventional bus, on the subway, and visiting a Tim Hortons. Issues that he found were difficulty manoeuvring on conventional buses, clutter at bus stops, subway platform gaps, inconsistent signage in stations and on elevators, and the attitude of the general public toward people using mobility devices. At one point, he asked someone to move out of the mobility device location on the TR train, and the person only grudgingly moved over. At another time, he had lined up with the subway door and people pushed in front of him to get by. Positive experiences included the kindness and patience of TTC staff and the hard work of the Wheel-Trans Operator in securing riders. However, at Union Station, the elevator was not working and the TTC Ambassador was unable to provide an alternate route.

He found the experience sobering as it indicated just how far the TTC is from achieving an accessible system. He was glad to do it and has taken away the issues that need more work.

Judy Berger added that the general public needs more awareness of what the priority seats are for, as many still do not realize the purpose of the blue upholstery. Andy Byford agreed and will take the issue up with Pattison to reserve the advertising space above those seats for priority messaging. Angela Marley added that an image of the blue seats will soon be incorporated in the priority seating messaging to clarify their purpose.

Sam Savona brought forward the issue of the tiny map legends over the doors on the TR train cars. It says which stations are accessible, but is useless to someone sitting down. The legend should be moved down. Andy Byford agreed, and added that this information should be provided audibly as well, such as an additional announcement on arrival that "this station is accessible." His experiences have added to his resolve.

Debbie Gillespie commented that there is inconsistency in whether bus drivers ask someone to move from a priority seat when someone who needs it boards. Some drivers will speak up and others will not; this should be consistent to the policy. Another issue is that sometimes drivers will stop at a different location than the stop requested, and they do not say anything. They need

to let customers know. Andy Byford explained that they are trying to train Operators to think like customers and be more aware of customer needs.

Bobbi Moore thanked Andy Byford for utilizing a motorized wheelchair, and that many people would not have the courage. Sarah Adams added that she appreciates that he has remained positive, and does not pity people who use mobility devices. He was glad for the experience. He was also asked to experience the system as a person with a visual impairment, but the safety issues and training requirement would be too great.

Angela Marley pointed out that the TTC Annual Report's 2013 milestones included the accessible streetcar and Pape Station, but the only mention of accessibility is the elevator. The accessibility message must be integrated throughout. Andy Byford agreed and highlighted that the Pape Station keystone now includes the international symbol of access.

Sarah Adams brought forward the issue that bus drivers are not consistent in whether they will flip up the seats or not, as she cannot do it. The policy must be established and followed.

Craig Nicol brought forward the issue that many system entrance signs have disappeared over time, including directional signage from nearby streets such as Bloor and Danforth. Andy Byford agreed and will be talking to Chris Upfold about making entrances more visible.

Andy Byford finished with a commitment to bring the Chair to the December ACAT meeting.

9. Subcommittee Reports and Updates

Service Planning Subcommittee (SPS) – Angela Rebeiro, Chair

The last meeting was held November 5, 2014.

John Morrison, Manager of Streetcar Transportation, attended to discuss the new streetcar operating procedures. A major concern of the Subcommittee was that the SOP did not differentiate between street and platform boarding. He explained that these are no longer separate and the Operator must attend all ramp deployment. This would address customers tripping over the ramp, but there is a concern that the time delay of having Operators exit, deploy the ramp, and assist in boarding would cause tension with other passengers. Staff will monitor the situation, and so far this has not been an issue with the two running vehicles.

There was a concern that customers are lining up at the second door and sometimes banging on it, delaying ramp deployment. Staff will look into announcements that the ramp deployment is in process and other doors are available. This issue may eventually sort itself out with more vehicles.

The SOP specified that customers must back down the ramp which caused concern. But this is only for manual devices so Operators can assist in deboarding. This will give Operators better control.

The Subcommittee discussed the stroller issue to great length and suggested that Ambassadors advise customers that more space is available in the fourth car for strollers and bicycles. Staff were advised to create a stroller policy.

Debbie Gillespie advised that Operators need to inform passengers when stopping not at the streetcar stop.

- Union Station Elevator

Malcolm MacKay, Project Manager of Union Station Second Platform, and various TTC Construction, Stations, and Customer Communications staff attended to update the Subcommittee on the Union Station construction project and take back Subcommittee comments.

The project is intended to increase station capacity with the second platform, reconfigure the concourse by adding ramps to create continuous access to the PATH system, combine the fare paid areas, work with Union rail station to create a level “moat” area between the two stations, and install a new automated entrance to PATH. The second platform was opened in August, with an elevator between the platform and concourse, and final construction will be completed before the Pan Am / Para Pan Am Games.

To accelerate construction, the existing elevator will be taken out of service, limiting accessibility to the centre platform. This will bring the new elevator and escalator into service 6 to 8 weeks earlier. Staff outlined alternate routes to get around the outage and their communication and staffing plans. The Subcommittee agreed that the alternate routes are the only ways around the outage, and urged that the signage at Queen Station needs to be updated, staff must be specifically trained to provide relevant information and assistance, and the frequent outages of the new elevator must be addressed. Concrete dates were provided. Staff advised that the outage would be from early December 2014 to late January 2015, but could not be more specific.

- Comments and Questions From the Committee

Craig Nicol reported that the elevator on the northbound University platform is out of service earlier than planned and alternate route material has been distributed. Angela Marley added that there are posters in elevators throughout the system that indicate the outage at Union Station and provide alternate routes. Announcements are also running throughout the system.

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

No meeting was held since the last ACAT meeting.

Design Review Subcommittee (DRS) – Craig Nicol, Chair

The last meeting was held on November 5, 2014.

- The Gap Issue

Engineering Staff attended to present a proposal and interim solution to the vertical gap issue at Eglinton Station. Near the elevator, the platform would be ramped up to train level for a distance that would give level access to the last two doors of northbound trains and the first two doors of southbound trains. Another ramp may also be considered near the DWA.

After discussion, it was agreed that an onsite test should be conducted before proceeding. This will be arranged outside of normal service hours. Because the proposed location is where the

northbound horizontal gap is widest, Staff will again consider the gap filler that was tested at Davisville. There have been no updates as of yet on the arrangements for testing.

It was raised that the “Mind the Gap” decals are not being maintained and have pulled up at some stations due to the cleaning. Station managers must be more aware of these decals and have them replaced immediately when damaged or removed.

- Yorkdale Easier Access Update

Engineering and design staff presented a proposal for the Easier Access upgrades to Yorkdale Station. It will involve a ramp from street to concourse and an elevator from the concourse to the platform. The Subcommittee had several recommendations to modify the gradient of the ramp so that it is more consistent from top to bottom, and to widen the landing levels. In the concourse level, the elevator to the platform is behind a stairwell, restricting the waiting area and visibility. The Subcommittee suggested reconfiguring the stairs to make the waiting area bigger and elevator more visible. The engineers will look at this. Another comment was to move the crash gate in the fare line. Currently, they have designed it directly beside the EA fare gate, which can create crowding and other issues. Staff agreed to move the crash gate.

The Subcommittee suggested that there should be a dialogue between the TTC, Yorkdale Mall, and GO Transit on the issue of making the pedestrian walkway accessible, which would make travel easier and safer by removing the need to cross the service road. Yorkdale Mall is currently working on a property project and Craig Nicol has spoken with Metrolinx about arranging a meeting to coordinate.

- Streetcar Platform Signage and Wayfinding

Harrison, TTC Signage and Wayfinding, attended to gather input from Subcommittee members on possible signage to identify the mobility device boarding area on streetcar platforms. This will let people who need the ramp know where to wait, and let people who do not need it know to wait elsewhere. Harrison will return with a digital representation of a blue section of railing and a sign at the rear of the platform, and discuss the message wording.

- Other Business

The Subcommittee discussed the hearing loops item referred from the last ACAT meeting. Collector Booths are slated to become obsolete when PRESTO is fully implemented, so installation would not be appropriate around the booths. They recommended that Staff look into the system and whether it would be beneficial and feasible, specifically around DWA and Press for Help button locations.

In the past months, the Subcommittee and other ACAT members have participated in on-streetcar testing of the PRESTO SRVM at Hillcrest Yard.

On November 26, 2014, there was an opportunity for Subcommittee members to meet with Waterfront Toronto to review the ramp at the Harbourfront Centre stop on Queens Quay that streetcar Operators considered a tripping hazard. They used that opportunity to look at other features and had concerns that will be passed back through Staff and discussed in the next Subcommittee meeting.

There will not be a meeting in December.

Communications Subcommittee (CS) – Marian McDonell, Chair

The last meeting was held on November 6, 2014.

○ Changes to ACAT Information on TTC Website

Deborah Brown, TTC Manager of Customer Communications, discussed the pending changes to ACAT information on the TTC website. Suggested revisions were sent via email to Subcommittee members. Revisions were completed and placed on the website November 12, 2014.

Changes included:

- Adding a list of current ACAT members, including the pool members.
- Rewording the FAQ about priority seating.
- The left navigation bar will be revised and accessibility/ACAT information will be easier to locate.
- The website search analytics have been modified, such that when someone runs a search for ACAT, the ACAT web page will come up instead of pages listing .PDF documents.

The Subcommittee suggested the following:

- Revise Chair and Vice Chair to elected Chair and Vice Chair, indicating that the Committee is democratic.
- Ensure that the information about blue priority seating is under accessibility as well as under the FAQs.

The Subcommittee was asked how long ACAT wants to retain their Minutes on the website, which is not considered an archive. Currently, there are Minutes going back to 2008 and there is no standard. The City Minutes remain on their website for four years. Whatever the Committee decides, the Minutes will still be archived with Wheel-Trans, and people can access them by contacting the Wheel-Trans office. This can be discussed in December.

○ The Wheel-Trans Winter Newsletter

Staff and the Subcommittee went through the Winter Newsletter, and Staff noted the recommended changes. The highlights of the newsletter are holiday service interruptions, issues with holiday shopping, reduced number of drop offs at malls, ACAT's 2014 achievements, and snow and ice safety.

The Subcommittee discussed Travel Training, that it is becoming increasingly more important. Wheel-Trans is compiling a list of interested people from newsletter to newsletter.

The Subcommittee discussed that a campaign which helps more people travel using the conventional system must specify that people will not be removed from Wheel-Trans service. This was referred to the Wheel-Trans Operations Subcommittee.

○ New Business

There was a question concerning whether there will be a ribbon cutting or media event for the completion of the modernization project at Dufferin and Lawrence West Stations. The question was forwarded to Customer Communications.

Members were asked via email to review the Community Bus brochures because the editing had to be done and sent for printing in short order.

Questions and Comments from the Committee

Committee members noted that there was a media event at the reopening of Dufferin Station on Wednesday, November 26, 2014.

10. Customer Liaison Panel Report

Presented by Angela Marley, the 2014 CLP ACAT Representative.

The Customer Liaison Panel met on November 12, 2014, chaired by Arthur Borkwood, Head of Customer Development. Members reported on their assignment to purchase a PRESTO fare card and use it to travel on the TTC. Members commented on the PRESTO web site, methods of purchasing cards, and limitations of the current PRESTO system. PRESTO readers are not mounted on accessible fare gates and will not be mounted until Wave 2 on the new fare gates.

Bob Hughes, Head of Fare Card Team, provided an update on the PRESTO launch.

On November 22, members had an opportunity to do onboard testing of the Presto fare card system on the streetcar at Hillcrest.

11. Metrolinx Accessibility Advisory Committee Update

No meeting was held since the last ACAT meeting.

12. Review of Correspondence

Susan Davidson, Chair, wrote and sent a cover letter regarding the proposed revision of the Highway Traffic Act.

13. Other Items / New Business

Sarah Adams brought forward the issue of paying by cash where accessible entrances are not in the fare line. Some people are unable to reach the cash box. In some stations, the elevator has its own fare gate on the other side of the Collector, and people using a wheelchair cannot get to the Collector's fare box. This issue was referred to the Service Planning Subcommittee.

14. Next Meeting

The next meeting of ACAT will be held on Thursday, December 18, 2014, from 1:00 to 3:30 p.m. at 1900 Yonge Street, 7th Floor Boardroom.

15. Adjournment

Motioned by Mazin Aribi, the meeting was adjourned at 3:45 p.m.

Janet Wright
Recording Secretary