



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

June 2, 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 April 30, 2015 General Monthly meeting to the June 22, 2015 Board Meeting for information (attached).

Thank you.

Mazin Aribi
2015 ACAT Chair

Attachment



TORONTO TRANSIT COMMISSION

COMMITTEE MINUTES

Minutes of Meeting: Advisory Committee on Accessible Transit
Meeting No. 290

Meeting Date: Thursday, April 30, 2015

Location: 7th Floor Boardroom
1900 Yonge Street

Present: Mazin Aribi, Chair
Angela Rebeiro, Co-Vice Chair
Nicole Cormier, Co-Vice Chair
Judy Berger
Karma Burkhar
Raymond Dell'Aera
Margaret Hageman
Joan Jordan
Marian McDonell
Bobbi Moore
Craig Nicol
Tim Rose
Sam Savona
Valdo Tammark

Pool Members: James Bartlett
Jaspreet Dhaliwal

Regrets: Howard Wax

TTC Representatives: Dean Milton
Matt Hagg
Eve Wiggins
Mary Leo-Oliver
Sandy Tsirlis

Copies: Andy Byford
Richard Leary
Chris Upfold
Kirsten Watson
Susan Reed Tanaka
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. People in Motion Show - May 29 and 30, 2015
5. Review and Approval of March 27, 2015 Minutes
6. Business Arising Out of Minutes / Outstanding Items
7. Deputation: Nil
8. Subcommittee Reports and Updates
9. Report of TTC Board Meeting and Accessibility Matters
10. Report of Customer Liaison Panel
11. Review of Correspondence – Nil
12. ACAT Booth – TTC Roadeo on June 7, 2015
13. Susan Davidson Memorial
14. Other / New Business
15. Next Meeting – May 28, 2015
16. Adjournment

1. Call to Order / Attendance

Mazin Aribi called the meeting to order at 1:02 p.m. and attendance was taken.

Mazin Aribi introduced some matters of “housekeeping” and requested Committee members to refrain from using handheld devices and wearing scents during ACAT meetings.

2. Declaration of Conflict of Interest

Nil.

3. Approval of Agenda

On motion by Judy Berger and seconded by Joan Jordan, the Committee reviewed and accepted the Agenda with the following revision:

- Item #12, People in Motion Show - May 29 and 30, 2015, moved to the top of the agenda.

4. People in Motion Show - May 29 and 30, 2015

Mary Leo-Oliver and Sandy Tsirlis, TTC Special Events, reported on the plans for ACAT and TTC participation in the People in Motion Show at the Queen Elizabeth Building, on May 29 and 30, 2015.

Sandy Tsirlis advised that the location of the booths last year was not ideal so her team has worked with the event organizers to change the floor plan. In the new floor plan, the TTC bus, TTC booth, and ACAT booth will be closer to the entrance.

Matt Hagg clarified that the conventional bus with an Operator will be present to give the opportunity for those who have never used the bus to try out the accessibility features. In response to a question about bringing a low-floor streetcar to the Show, he replied it is a good idea, but is not practical to do so.

Mary Leo-Oliver said that the ultimate goal of the event is to encourage Wheel-Trans customers to try using conventional modes of transit.

Mazin Aribi suggested that information or slides highlighting the accessibility features of the new streetcars be included at the Show. Matt Hagg confirmed that it is planned to include this information at the TTC booth.

Sandy Tsirlis informed members that there will be an ad in the Metro newspaper, a news release, and other forms of communication to promote the Show.

Giveaways at the booths include vehicle cut-outs, Ride Guides, TTC operation statistics, the new accessible subway maps, brochures, handbooks, and DVDs.

Mary Leo-Oliver reported that Andy Byford will be present on Saturday afternoon for the “Meet the CEO” event.

Nicole Cormier asked whether the new accessible flash card which is in development, as discussed at last Communications Subcommittee meeting, would be present. Dean Milton confirmed that Customer Communications have created a version that will be available for the Show.

Name badges for ACAT members at the booth will be made.

Joan Jordan expressed concern about the seating at the ACAT booth because without a full-back chair she would not be able to participate. Sandy Tsirlis said she would look into it.

Mazin Aribi asked if the modified subway platform edge at Eglinton Subway Station would be finished in time for the Show. Matt Hagg said that it is not known if the installation would be complete by then. Mazin Aribi emphasized the need to communicate to the public regarding the action taken to lessen the gap and that this would be a good opportunity to do so, as there are complaints regarding the vertical gap at the Eglinton Station platform.

Tim Rose raised the concern that the ACAT, Wheel-Trans, and TTC booths were not clearly separated last year and that ACAT members got a number of questions relating to Wheel-Trans.

Nicole Cormier suggested a list of talking points regarding key messages should be prepared.

Valdo Tammark asked whether a computer will be made available to access TTC information. TTC staff advised that there will be one at the TTC booth for showing videos. Members reported that computer access last year was well used. Mobile phones could be also used to access information, as was done last year.

5. Review and Approval of March 27, 2015 Minutes

On motion by Bobbi Moore and seconded by Tim Rose the Committee reviewed and accepted the Minutes with the following corrections:

- Page 4, first paragraph - should read, “Mazin Aribi asked if these strategies...”
- Page 5, paragraph 8 - should read, “The Communications Subcommittee” not just “The Subcommittee
- Page 6, DRS Report - should read “Craig Nicol asked Matt Hagg if there was an update on whether there would be an opportunity for installation during a system shutdown.”

6. Business Arising out of Minutes / Outstanding Items

The Committee reviewed the Outstanding Items List:

- Item: PRESTO Accessibility Features - Craig Nicol stated that this is addressed in his DRS report.
- Item: Accessibility at Bus Bays - Craig Nicol suggested that the Committee should strike this item as it is a communications issue.

There was some discussion amongst ACAT members regarding as to whether the accessibility in bus bays issue should be in the Design Review Subcommittee or the Communications Subcommittee. Tim Rose mentioned that this issue has been bounced back and forth between the subcommittees in the past and the Committee should strike it or do something with it.

Craig Nicol commented that the DRS has attempted to address this in the past through ideas like having a canned announcement that the Operator can use, but reached no solution. It is a larger issue, communication relating to the bus itself, which is why this item does not fit in one subcommittee.

Marian McDonell clarified that initially the markings were suggested just for bus platforms, to designate the location at each bus bay where people using mobility devices wait to board the bus. This was never intended to be for all bus stops, only at bus platforms for ambulatory customers to understand that they cannot wait right at the front door when the bus shows up. Space is needed to deploy the ramp to board the person using the mobility device first. Marian McDonell added that she liked Craig Nicol's idea of a built-in announcement on the vehicle.

Sam Savona said that riders need to be educated about the boarding procedure and that part of this item needs to go back to the Communications Subcommittee.

Mazin Aribi agreed with Marian McDonell and added that it is very difficult for Operators to control the ramp and control people to warn them about the ramp deploying. He informed the Committee that Sheppard, York Mills, and Don Mills stations have these markings on the platforms at bus bays.

The Item was returned to DRS.

The ACAT Executive will bring this issue up at the quarterly meeting with the TTC Chair and CEO.

- Item: Accessibility at Transit Stops - The Communications Subcommittee is looking into the boarding and deboarding of people becoming part of the Pedestrian Safety Campaign.
- Item: Gap between Subway Trains and Platforms – Ongoing.
- Item: Legends on Maps over TR Train Doors – Ongoing. The Communications Subcommittee advised Ian Dickson and Deborah Brown from Design and Wayfinding on map designs.
- Item: Tracking of Reduced Fares Issues Response - Mazin Aribi said that he will have an update on this.
- Item: Accessibility Flash Cards - Dean Milton advised that there will be a version for the People in Motion show and if more changes are required there are opportunities for feedback.

7. Deputation

Nil.

8. Subcommittee Reports and Updates

Design Review Subcommittee (DRS) – Craig Nicol, Chair

Craig Nicol reported that, in April 2015, the DRS had two regular meetings and one PRESTO training session.

DRS received a Developer presentation regarding the construction of an accessible station entrance in Lawrence Station. Some concern was expressed about the accessible and ambulatory entrances being separate; however, in the circumstances it is not practical to combine the two.

TTC Centre Platform Wayfinding Standards – there was a presentation on a proposed updated standard for tactile wayfinding design to meet the Ontario Building Code and the CSA and ISO standards. Layout and contrast of tiles were discussed and the DRS recommended that the TTC choose the patterns that are most effective. Both CSA and ISO have a number of sizes that are accessible and acceptable and the DRS recommended the best and most tactile option.

DRS recommended installing tactile stair warnings on all stairs in subway stations as part of Easier Access projects.

Craig Nicol brought forward the following motion from DRS that is directed to TTC staff:

ACAT reaffirms the recommendation of the Design Review Subcommittee (DRS) that all Easier Access Phase 3 (EA3) upgrades to subway stations, on a going forward basis, include the installation of tactile attention indicators at stairs in compliance with applicable codes and standards. Further, ACAT recommends that under an EA3 Project, Tactile Attention Indicators be retrofitted to all stair systems in the subject station, and not just stairs that are modified or rebuilt as a result of elevator construction.

The motion was carried.

The Elevator signage project should begin in the next couple months.

The CAD/AVL (Computer-Aided Dispatch/Automated Vehicle Location) system was presented as well.

PRESTO Devices on Legacy Streetcars: The TTC plans to install PRESTO devices on all doors of all legacy streetcars by the end of 2015.

Testing session with new PRESTO device which is mounted on standard fare line turnstile - DRS tested tones and visuals.

Wheel-Trans Operations Subcommittee (WTOS) – Sam Savona, Chair

Sam Savona reported that WTOS met on April 23, 2015. Notes and the approval of minutes were deferred due to the many corrections required to be made.

Michelle Hall, Wheel-Trans Safety and Training Coordinator, invited ACAT members to a session where they may provide a personal overview of experiences with Wheel-Trans in an effort to assist with Wheel-Trans drivers' training.

David LoPresti, Wheel-Trans Assistant Manager – Contracted Taxi Services, invited WTOS to observe training for taxi drivers who provide Wheel-Trans service.

Thomas Hartley, Division Manager - Wheel-Trans Transportation, described a pilot project to encourage Wheel-Trans riders to integrate their trips with the conventional system.

An update on the Pan Am Games was provided including the outstanding operations issues on how to give specialized transit vehicles access to event venues that are located beyond security checkpoints.

Questions and Comments from the Committee

Nicole Cormier sought clarification on the words “newly ambulatory” on the WTOS handout, if it means “able to walk again”. Tim Rose replied that it refers to riders who are new to the service: “ambulatory new riders.”

Communications Subcommittee (CS) – Marian McDonell, Chair

A meeting was held on April 16, 2015. The Communications Subcommittee minutes of the February 12, 2015 meeting were approved.

Mostafa Omran, Customer Development Manager, presented London Transit flash cards in addition to other accessibility flash cards. CS discussed the potential for abuse and how broadly it could be used.

Ian Dickson, Manager - Design and Wayfinding, presented new subway maps to the Subcommittee, the new Toronto Rocket (TR) map, and the T1 map. Ian Dickson explained that, years ago, a new standard was introduced for a simpler, intuitive, and accessible identification system with the International Symbol of Access (ISA), colour, and legacy name. The goal is to update all maps. Ian Dickson's group has removed information that was making maps harder to read (street address, Transfer, Centre Platform, etc.). Washroom and airport symbols have been retained.

Questions and Comments from the Committee

Craig Nicol raised the concern that Design and Wayfinding may not realize the impact of changes such as eliminating addresses – those addresses are really valuable to the customers.

Margaret Hageman said that CS discussed the addresses but the idea was that if people were to plan their trip beforehand they would plan with the address in mind. Removing the station addresses from the maps makes space for larger and easier to read signage.

Craig Nicol replied that it does not appear that removing addresses achieves that.

Margaret Hageman said it has not been done yet, mock-ups are to follow.

Service Planning Subcommittee (SPS) – Howard Wax, Chair

No meetings were held since the last ACAT meeting.

9. Report of TTC Board Meeting and Accessibility Matters

On April 15, 2015, Mazin Aribi, Angela Rebeiro, and Sam Savona attended the TTC Board Strategy meeting where TTC CEO Andy Byford presented the “TTC Corporate Plan Overview”. At the end of the question period, Mazin Aribi noted that he wished that there were more slides that demonstrate “accessibility plans” especially on the last slide entitled “A Look Ahead at TTC in 2017” where there could be an opportunity to add a picture of a person with a mobility device to show inclusion. Mr. Byford acknowledged the comment.

Mazin also reported that, at the TTC Board Meeting held on April 29, 2015, there were two motions made. One was from Commissioner Vincent Crisanti who requested that the TTC CEO report back to the Board in the form of a briefing note on the feasibility of a 6-month pilot program to reduce fare costs during off-peak hours to \$1 for seniors.

The second motion was from Commissioner Alan Heisey which states,

“Whereas in October 2015, TTC staff will be reporting to the Board on all new options that PRESTO will allow including different concessions, different fare policies (time based, directional, off-peak vs peak), Metropass vs. daily / weekly caps., different policies that enable greater information, cash acceptance and a strategy for that etc.

Therefore, be it resolved that the Board:

“Request staff report back, as planned, and in consultation with city fare equity staff, in October for a fulsome discussion on fare policy when PRESTO is in place and for when we remove legacy fare media (tokens etc.) and what the future for cash payments are including consideration of various fare options including:

- i. Fare by time of day
- ii. Two hour transfer for seniors
- iii. Seniors fares by time of day, including \$1.00 seniors fare during off-peak hours
- iv. Fare by distance
- iv. Concession policy as informed by fare equity strategy
- v. Monthly pass vs daily, weekly, monthly capping
- vi. Free regular transit for Wheel-Trans qualified users in addition to people with visual impairment.

“Request that staff continue discussions on a 2-hour transfer, with PRESTO and Metrolinx, to understand how that could be funded via savings in the PRESTO programme and in support of more regional fare integration.”

Questions and Comments from the Committee

Craig Nicol commented that the majority of seniors as a group do not necessarily need this fare concession, but that some on ODSP do need it.

Sam Savona asked if there will be any report going back to City Council at the end of year. Mazin Aribi stated that it is already part of a report that is being developed.

A number of members raised the concern about inequity; that Wheel-Trans customers who cannot use the conventional service are at a disadvantage because they cannot have the free fare that is being proposed for Wheel-Trans riders who use the conventional service.

Tim Rose said that, when Councillors make motions like this, they should consult with ACAT and in this case, there was no input solicited at all.

Mazin Aribi stated that as far as he knows ACAT is not involved. He also asked if there is a recommendation from members that when City staff develop plans that touch on accessibility issues that ACAT be consulted.

Sam Savona said that ACAT would like to inform TTC staff if the members have concerns about Board issues, before a Staff report or briefing notes goes to the Board.

Angela Rebeiro said the ACAT Executive is meeting with TTC Chair Josh Colle on May 15, 2015 which is an opportunity to bring this up and to send a letter.

Tim Rose made the following motion:

ACAT requests to be consulted on the fare policy motions made at the April 29, 2015 TTC Board Meeting, prior to staff reporting back to the Board.

Seconded by Sam Savona. Carried.

10. Report on Customer Liaison Panel (CLP) – Tim Rose

The Customer Liaison Panel met on April 8, 2015. At the meeting, members shared their monthly observations and received updates from last month's issues. A presentation on the latest results of the Customer Satisfaction Survey was also made.

The majority of the meeting was spent discussing the Panel's Terms of Reference and recruitment strategy for new members. ACAT's position in the group will not be affected.

The next CLP meeting is scheduled for May 18, 2015

11. Review of Correspondence

Nil.

12. ACAT Booth – TTC Roadeo on June 7, 2015

Dean Milton stated that the TTC Roadeo and Family Day will be held on Sunday, June 7, 2015. According to Jane Garofalo, TTC Special Events, the location of the ACAT booth will be unchanged from last year, which will be near the Division doors and close to washrooms.

Dean mentioned that all ACAT members are invited.

Tim Rose said that one of the members had issues with loud noises from the speakers last year. He advised that anyone going this year should be aware of the possibility for high volume noise.

13. Susan Davidson Memorial

Mazin Aribi recalled that, at the April 30, 2015 ACAT meeting, TTC CEO Andy Byford talked about a memorial for the late ACAT Chair Susan Davidson. Andy suggested that a TTC building could be named for Susan.

Nicole Cormier reported that the ACAT Executive discussed the issue and considered a plaque be placed on a TTC vehicle or in a TTC building. She added that over the course of history, other names could be added to the plaque.

Angela Rebeiro said that ACAT's current position is to recommend that a plaque be placed at the TTC Head Office (elsewhere in the future). Further discussion is required to decide whose names would be included on the plaque in the future. Perhaps, an ad hoc committee could later be formed to draft the policy governing eligibility for the plaque.

ACAT agreed that the plaque would be an appropriate tribute. The final wording should be carefully thought out and the plaque should be somewhere visible, on par with the location of past TTC Chairs, if possible. It was agreed that photos on the plaque may not be suitable.

Angela Rebeiro said that ACAT should email the Executive and with their suggestions for the wordsmithing of the plaque. Angela added that Andy Byford made this offer very generously so the Committee should make a decision as soon as possible.

14. Other / New Business

- a) Nicole Cormier reported on an email received from a former ACAT member, raising concern that compared to adults, seniors must take significantly more trips to get the full value of their Metropass.

After discussion, the Committee concluded that this issue is under the fare policy and referred it to the Service Planning Subcommittee.

15. Next Meeting

The next meeting of ACAT will be held on Thursday, May 28, 2015, from 1:00 to 3:30 p.m. at 1900 Yonge Street, 7th Floor Boardroom.

16. Adjournment

On motion by Tim Rose, and seconded by Bobbi Moore, the meeting was adjourned at 3:30 p.m.

Chris Landry
Recording Secretary