



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

September 19, 2016

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 May 26, June 30, and July 28, 2016 General Monthly meetings to the September 28, 2016 Board Meeting for information (attached).

Thank you.

Sincerely,

Mazin Aribi
2016 ACAT Chair

Attachments

TORONTO TRANSIT COMMISSION

COMMITTEE MINUTES

Minutes of Meeting: Advisory Committee on Accessible Transit
Meeting No. 304

Meeting Date: Thursday, May 26, 2016

Location: 7th Floor Boardroom
1900 Yonge Street

Present: Mazin Aribi, Chair
Angela Rebeiro, Co-Vice Chair
Louise Bark
Raymond Dell'Aera
Margaret Hageman
Joan Jordan
Angela Marley
Lynn McCormick
Marian McDonell
Bobbi Moore
Valdo Tammark
Howard Wax

Regrets: Karma Burkhar
Jaspreet Dhaliwal
Debbie Gillespie, Co-Vice Chair

Pool: Sarah Adams
Anita Dressler
Lauri Sue Robertson

TTC Representatives: Matt Hagg, Senior Planner – System Accessibility
Eve Wiggins, Head of Wheel-Trans
Dean Milton, Assistant Manager, Wheel-Trans
Michelle Jones, Co-ordinator – Analysis & Procedures

Copies: Andy Byford, Chief Executive Officer
Richard Leary, Chief Service Officer, Service Delivery
Chris Upfold, Deputy CEO & Chief Customer Officer
Kirsten Watson, Head of Bus Transportation
Susan Reed Tanaka, Chief Capital Officer
Vince Rodo, Chief Financial & Administration Officer
Brad Ross, Executive Director – Corporate Communications
Gary Shortt, Chief Operating Officer
Jacqueline Darwood, (Acting) Head of Strategy & Service Planning
Cheryn Thoun, Head of Customer Communications
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 April 28, 2016 Minutes
5. Business Arising Out of Minutes/Outstanding Items
6. Deputation
7. Wheel-Trans 10 Year Strategy Update
8. Subcommittee Reports and Updates
9. Report on TTC Board Meeting and Accessibility Matters
10. Report on Customer Liaison Panel
11. Report on Transit Fare Equity Committee
12. Report on Accessibility Advisory Panel for Transportation Services
13. Review of Correspondence
14. Other / New Business
15. Next Meeting – June 30, 2016
16. Adjournment

1. Call to Order / Attendance

The meeting was called to order at 1:05 p.m. and attendance taken.

2. Declaration of Conflict of Interest

Nil.

3. Approval of Agenda

On a motion by Marian McDonnell and seconded by Bobbi Moore, the agenda was approved.

4. Review and Approval of March 31, 2016 Minutes

On a motion by Angela Marley and seconded by Joan Jordan, the minutes of April 28, 2016 were approved with the following amendment:

- Item #9, page 6 – Eglinton Crosstown LRT Accessible Station Design Meeting. The entire section was deleted because the same information appeared under Item #14 on Page 9.

5. Business Arising Out of Minutes/Outstanding Items

New maps over the Toronto Rocket (TR) trains will be implemented in the last quarter of 2016.

6. Deputation

Nil.

7. Wheel-Trans 10 Year Strategy Update

Dean Milton presented an update. The highlights are as follows:

- List of work completed regarding eligibility and the new Wheel-Trans application process – both internal and external. The proposed new application package was handed out.
- In the next six weeks, stakeholders and the community will be informed/educated (Councillors, TTC Board, major groups, medical community, etc.)
- Communication of the update appeared in the ACCESS Newsletter and in a Wheel-Trans 10 Year Strategy brochure which is in a FAQ format which will be available at the People in Motion Show.

Key changes/differences between current and proposed eligibility as follows:

- Three categories of eligibility are proposed: Unconditional (Permanent); Temporary; and Conditional (customers who cannot consistently use conventional transit due to physical or environmental barriers)
- Any/all disabilities that prevent persons using conventional TTC some or all of the time are included.
- New pre-screening process can be completed online or by phone with Customer Service
- Determination of eligibility could, for some customers, be made based on the application

alone. If a decision cannot be made then the individual will be sent for a functional assessment by a third party professional practitioner. Results will be made available to the customer.

- Appeal process: if an individual is refused eligibility, they have the option to appeal to an independent panel. The panel will make the final decision as to the category of eligibility or denial, or they can send the customer for a further assessment with a different professional, after which they will decide. This assessment information will also be made available to the customer.
- The eligibility statement and categories of eligibility were again reviewed, along with how the applicant and health care professionals complete their sections.

Questions and Comments from the Committee:

- In addition to a functional disability, a customer may have an additional impairment – will there be a social component to the Application? The questions are very detailed both for the applicant and the health care professional e.g. “what might prevent the applicant from moving from accessible to conventional transit”. If any re-wording is required, it can be done.
- People who have not used conventional transit before may not know that a support person is permitted to accompany them. Maybe a person could go with them a couple of times to take them through a trip? Part of the Application describes what services are available and explains current levels of accessibility. Eve Wiggins added that they will include in the promotional information a “Do You Know” section.
- It was noted that too many stations do not have “Down” escalators – it can be very dangerous to walk down stairs - this will be a factor in determining persons who need Wheel-Trans. Wheel-Trans customers need to have ‘real time’ information at stations e.g. elevators not working. Dean said the questionnaire should answer this – it is very detailed – he has noted this.
- It was noted that it can be a considerable cost for the applicant to have health care professionals fill out the necessary forms. This point was well taken.
- Regarding the Family of Services, for persons transferring from Wheel-Trans to a different system, e.g. Durham, is there a system in place for coordinating services – is there a way to work together? Wheel-Trans realizes there is some difficulty in cross border travel – and are looking at commonalities to coordinate systems. This is part of TTC’s Accessibility Community and stakeholders are all at the table.
- Wheel-Trans Newsletter gives a lot of information regarding the changes in service. Can Wheel-Trans have an internet space to keep information updated on a regular and timely basis? Also, is there a process in place for Temporary eligibility being changed to Conditional or Unconditional service? Both the health care professional and the applicant can make that clear – Wheel-Trans needs to be informed. If a re-assessment is required it can be done.
- How flexible is Wheel-Trans? Conditional allows the individual to have access to Wheel-Trans; some use it and some do not.
- Dean noted that if a functional assessment is required, this is done by a third party. Also, the Appeal Panel is third party.
- Communications: Can the TTC YouTube channel be used? The public needs to know that the 10-Year Plan is online and updates will be added as they become available. All agreed it would be a good idea to link into CEO Andy Byford’s videos.
- As there is an extensive list of stakeholder organizations, W-T staff agreed to have it published in response to an ACAT request
- W-T staff agreed to ACAT’s request that the most recent version of the Application process be

- sent to members electronically and whenever updates take place.
- Since the Newsletter came out there have been many questions about the new process. The response needs to be that W-T is working on a new Application form in accordance with Accessibility for Ontarians with Disabilities Act (AODA) regulations. Family of Services is intended to service all customers better. The goal is to give the best transit options and not kick people off. AODA has advised that TTC needs more ways to serve people with different disabilities/conditions.
 - Suggested an email list of stakeholders which can be sent updates and make sure those who have not previously used TTC can now do so. The new computer system will give more up to date information. Also need to include what is coming up.
 - Need of ambassadors/champions to start training to team up with those who are fearful? This is ongoing.
 - People In Motion – pass out pamphlets, dialogue etc.
 - The Wheel-Trans Operations Subcommittee recommended that more descriptive questions be developed particularly around Conditional/Unconditional and the change of status. Dean believed that the form is clear regarding the change of circumstances.
 - A concern was raised that the application is accessible for customers with limited English language. Dean responded that, from the outset, great care was taken to use correct language. Customer Service staff can assist if required. Languages other than English are not in the plan.
 - Many seniors who may be able to pass the Conditional test may be able use buses, but could feel vulnerable in crowds, etc. As part of the W-T Assessment, multiple types of test i.e. endurance, balance, cognitive, etc. will be included. In the near future, there will be a pilot form tested.
 - A concern that TTC is setting high standards – do neighbouring regions have the same? TTC is working with them on consistency and high standards.

Dean noted that the new email address specifically for questions on the Wheel-Trans 10-Year Plan is wtconsult@ttc.ca which is included in the pamphlet.

8. Subcommittee Reports and Updates

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

At the meeting on May 4, 2016, WTOS worked with Wheel-Trans Staff on the new Wheel-Trans Application package.

Communications Subcommittee (CS) – Marian McDonell, Chair

No CS meetings were held since the last ACAT meeting. The next CS meeting will be held on June 9, 2016.

Design Review Subcommittee (DRS) - Raymond Dell'Aera, Chair

Design Review held a meeting on May 11. Staff from TTC Development, along with representatives from the development firm IBI Group, attended to present plans for the new Yonge Park Plaza Development at York Mills Station. A new accessible entrance to York Mills Station at the northwest corner of Yonge Street and Wilson Avenue, approximately the same location as the current entrance, has been proposed. The new TTC entrance at street level will have sliding doors to access Yonge Street, and a vestibule with two elevators and a staircase.

The elevators travel from the street down to all parking levels, where they will connect to the existing tunnel connection under Yonge Street and linking the property to York Mills Station. This will create a second barrier-free path to the subway in addition to the current one on the east side of Yonge Street. DRS provided input primarily to ensure that the connection between the new development and the existing tunnel is clearly marked and is ergonomic for customers of various needs.

The Easier Access Program Project Manager presented a report on the feasibility of accelerating the Easier Access program, which was initiated because of a motion passed by TTC Board in February regarding the 10-Year Wheel-Trans Strategy. Various points were shared as to what goes into the Easier Access plans/decisions and the possibility of acceleration. Many factors are needed to be considered. ACAT feedback was encouraged. The report concluded that it is not feasible to accelerate the process.

After the meeting, Subcommittee members identified a number of concerns and observations, particularly what was said, how it was said, and the very brief time given for consultation, which were conveyed to staff. Staff will return to ACAT for further consultation on this report and to respond to the feedback provided.

ACAT members noted that the Easier Access Program was initiated to make every station accessible. Earlier in the program, advance work took place at ten stations further down the priority list in order to make street to bus and bus to bus connections accessible through the installation of sliding doors, accessible fare gates, and signage, in advance of elevator construction. The report should mention these stations as an earlier form of acceleration.

Service Planning Subcommittee (SPS) – Valdo Tammark, Chair

SPS held a meeting on May 18, 2016.

Laurence Lui, Transit Planner, attended and provided details of three route changes effective June 19, 2016 as follows:

A new streetcar route, 514 Cherry, will operate between Distillery Loop and Dufferin Gates Loop via Cherry Street, King Street, and Dufferin Street. A question was raised as to how customers could connect to Line 2 from 514 Cherry via an accessible route in the east end. Could the 65 Parliament route be extended to Broadview Station to make this accessible connection? SPS was informed that that was not possible because there was no bus terminal space available and limited ridership. The closest accessible connection between 514 Cherry and the subway is at St. Andrew station.

A new bus route, 121 Fort York-Esplanade, will replace 172 Cherry Street, serving the St. Lawrence area and provide new accessible service to the west, but ending short of Liberty Village.

72 Pape will be revised to operate from Pape Station to Union Station, providing an alternative travel option to downtown.

Changes to the online accessible trip planner were made in April to include the 510 Spadina streetcar route. Routes will be added as and when the new low-floor streetcars come into service.

9. Report on TTC Board Meeting and Accessibility Matters

The next TTC Board Meeting will be held on May 31, 2016.

10. Report on Customer Liaison Panel (CLP) – Angela Marley, ACAT Representative

A CLP meeting was held May 11, 2016 chaired by Michelle Picard, TTC Customer Development. CLP Members discussed the transition from legacy to the PRESTO fare card system.

Members continued to provide observations regarding PRESTO fare gate installation at subway stations, focusing on Wellesley which was undergoing the changeover. Other topics discussed included the inconsistencies between real time and app reported time of bus service, issues with customers learning to use Proof of Payment (POP), and the need for signage and customer education during the transition i.e. Proof of Payment, all door boarding.

The next CLP meeting will be held on June 8, 2016.

Questions and Comments from the Committee:

A question was raised whether Operators advise riders of the need to take a transfer if they pay with cash, ticket or token. The members were informed that Operators are instructed to insist that riders take a transfer as Proof of Payment. The audible announcements are also a very good way of educating the public. It was conceded that there may be a lack of education regarding the Proof of Payment system.

A question whether cash payment would remain an option was raised and was answered that cash payment will always be an option.

11. Report on Transit Fare Equity (TFE) Committee – Margaret Hageman, ACAT Representative

The purpose of the TFE Committee is to find ways for the TTC to be more accessible for people with low incomes. The TFE Advisory Group will do a cost analysis and preliminary implementation proposal to be included in a report which will be ready by the end of October.

A decision was made to move the TFE Report to the October City Council cycle as follows:

- TTC Board - September 28
- Executive Committee - October 26
- Board of Health - October 31
- City Council - November 8.

12. Report on Accessibility Advisory Panel for Transportation Services – Valdo Tammark, ACAT Representative

A meeting was held May 11, 2016 which discussed Accessible Pedestrian Signals (APS). AODA requires that all new and redeveloped signals be equipped with APS. Currently, 31% of signalized intersections in the City have APS. The City of Toronto will install APS on a request basis and will complete within a year from the request.

The Panel discussed many features of the APS. Separating and hearing the different tones was of concern to many. The placement of buttons is inconsistent. Tactile mapping would be helpful but not practical. The Panel forwarded their feedback to the City concerning improvements to the APS.

Questions and Comments from the Committee:

Observations were made by ACAT that some people have a problem reaching the buttons, especially when obstructed by snow. It can also be difficult to push the buttons for several seconds to activate the audible features.

13. Review of Correspondence

ACAT received a letter from Joe Clark outlining a number of his concerns related to TTC services for people with disabilities. Mazin Aribi, ACAT Chair sent a response letter to him with an attachment, wherein staff addressed the technical aspects of these concerns. Several issues were raised, especially relating to emergency evacuation of subway stations. This was referred to Service Planning Subcommittee for review.

14. Other / New Business

Mazin Aribi will send the details of the TTC Rodeo/Family Day to ACAT members. All ACAT members and Pool members are welcome to attend. ACAT members were also asked if they want to volunteer to be at the ACAT booth which will be open from 10:00 a.m. to 2:00 p.m.

A question was raised regarding the hanging flyers on the conventional system and the difficulty of reaching them. ACAT members were asked to review and suggest alternate locations.

An issue was raised regarding Operator training in the bus ramp deployment procedure. Operators have no way of knowing the ability of the customer using a mobility device, to lift the seats in the mobility device position. The procedure is, the driver flips the seat, deploys the ramp and asks if securement is required. The customer using the ramp boards first, before other riders. If this procedure is not followed, passengers are asked to report it to TTC Customer Service.

ACAT members asked if a representative from Bus Transportation could attend ACAT meetings as they have done in the past. With the Wheel-Trans 10-Year Strategy coming into effect, this would be useful. Mazin Aribi agreed to make that request.

15. Next Meeting

The next meeting of ACAT will be held on Thursday, June 30, 2016, from 1.00 to 3.30 p.m. at 1900 Yonge Street, 7th Floor Boardroom.

16. Adjournment

The meeting was adjourned at 3:30 p.m.

Avril Hylands
Recording Secretary

TORONTO TRANSIT COMMISSION

COMMITTEE MINUTES

Minutes of Meeting: Advisory Committee on Accessible Transit
Meeting No. 305

Meeting Date: Thursday, June 30, 2016

Location: 7th Floor Boardroom
1900 Yonge Street

Present: Mazin Aribi, Chair
Angela Rebeiro, Co-Vice Chair
Debbie Gillespie, Co-Vice Chair
Louise Bark
Karma Burkhar
Jaspreet Dhaliwal
Raymond Dell'Aera
Margaret Hageman
Joan Jordan
Angela Marley
Lynn McCormick
Marian McDonell
Bobbi Moore
Howard Wax

Regrets: Valdo Tammark

Pool: Sarah Adams
Anita Dressler
Lauri Sue Robertson

TTC Representatives: Matt Hagg, Senior Planner – System Accessibility
Thomas Hartley, Division Manager, Wheel-Trans
Ihor Witowych, Division Manager, Bus Transportation
Andy Byford, Chief Executive Officer

Copies: Andy Byford, Chief Executive Officer
Richard Leary, Chief Service Officer, Service Delivery
Chris Upfold, Deputy CEO & Chief Customer Officer
Kirsten Watson, Head of Bus Transportation
Susan Reed Tanaka, Chief Capital Officer
Vince Rodo, Chief Financial & Administration Officer
Brad Ross, Executive Director – Corporate Communications
Gary Shortt, Chief Operating Officer
Jacqueline Darwood, (Acting) Head of Strategy & Service Planning
Cheryn Thoun, Head of Customer Communications
TTC Board Members

Items Discussed:

1. Call to Order / Attendance
2. Declaration of Conflict of Interest
3. Approval of Agenda
4. Updates from ACAT Chair
5. Review and Approval of May 26, 2016 Minutes
6. Business Arising Out of Minutes/Outstanding Items
7. Deputation: Nil
8. Wheel-Trans 10 Year Strategy Update
9. Subcommittee Reports and Updates
10. Report on TTC Board Meeting and Accessibility Matters
11. Report on Customer Liaison Panel
12. Report on Transit Fare Equity Committee
13. Report on Accessibility Advisory Panel for Transportation Services
14. Report on ACAT Executive Quarterly Meeting with CEO and Chair
15. ACAT Terms of Reference Update – postponed to next meeting
16. Next Meeting – July 28, 2016
17. Adjournment

1. Call to Order / Attendance

The meeting was called to order at 1:05 p.m. and attendance taken.

2. Declaration of Conflict of Interest

Nil.

3. Approval of Agenda

On a motion by Joan Jordan and seconded by Marian McDonell, the agenda was approved.

4. Updates from the ACAT Chair

Chair Mazin Aribi thanked all members, TTC, and Wheel Trans staff who participated and volunteered their time at People in Motion and the Family Day Roadeo – both of which were very successful due to their efforts.

Activities:

- The Chair was invited to participate in the Leadership Exchange and Development Program (LEAD) and provide an overview of TTC Accessibility and the role of ACAT on June 7, 2016 at City Hall. The LEAD program brought leaders from several U.S. Transit authorities to hear about TTC's experiences and approach to challenges it faces from government funding to day-to-day operations. TTC participants were Kirsten Watson, Head of Bus Transportation, and James Ross, Head of Subway Transportation. LEAD's goal is to promote best practices and develop future senior leaders. The visit ended on June 10, 2016 with closing remarks from Mr. Andy Byford.
- 2016 Ontario Bar Association Susan Hilary Davidson Memorial Award for Excellence in Health Law - ACAT received an invitation from Shelley Birenbaum (a friend and colleague of the late former ACAT Chair, Susan Davidson) to attend the inaugural presentation of this Award to Lonny J. Rosen, C.S., who had worked with Susan on many occasions. Angela Marley, Marian McDonell, and Mazin Aribi attended the Award ceremony. The presenters spoke about Susan and how much she had loved ACAT's work and how passionate she was about accessible transit. They showed slides of Susan in action at ACAT. The ACAT members thanked the OBA for including them in the ceremony.

5. Review and Approval of May 26, 2016 Minutes

On a motion by Angela Marley and seconded by Joan Jordan, the minutes of May 26, 2016 were approved as amended.

6. Business Arising Out of Minutes/Outstanding Items

The Committee reviewed the Outstanding Items List:

- Item: Accessibility at Transit Stops – an Accessibility Tips column will appear in the 24 Hours newspaper "Connecting Toronto". The first column was published on June 10, 2016 related to the "First On, Last Off" procedure.

- Item: Tracking Reduced Fares Issues Response – The final TFE report schedule is as follows: TTC Board on September 28, Executive Committee on October 26, Board of Health on October 31, and City Council on November 8. Staff continues to look for ways to find concessions.
- Item: Accessibility Flash Cards – New card has been finalized. Details in the Communications Subcommittee Report.
- Item: Use of GO Bus Reserved Lanes by Wheel-Trans Buses – Thomas Hartley will look into this and provide an update.

7. Deputation

Nil.

8. Wheel-Trans 10 Year Strategy Update

Thomas Hartley handed out documents to be used in presentations to external stakeholders:

- W-T Transformation Program
- W-T Changes to Eligibility Process and Criteria
- W-T 10-Year Plan – for the Upcoming City-wide public meetings

Mr. Hartley also gave an update of stakeholder meetings since late May (17 in total) and the consultations scheduled for July. Public Meetings are scheduled to be held July 5, 12, 14 and 21, 2016.

Members suggested several other groups that might be consulted. The Chair asked Members to let him know immediately if they believe other organizations should be included so that he can inform Mr. Hartley.

A pilot study was held on June 20 to 23, 2016 with 25 Wheel-Trans customer volunteers, who filled out the revised application form along with an Occupational Therapist. The volunteers underwent assessments both physical and cognitive. Results will be available in July.

Members asked if arrangements had been made for a large number of W-T vehicles to be available at the end of the Public Meetings to co-ordinate rides home and to post that information on the W-T Booking site. Mr. Hartley agreed to check this out and make the arrangements.

The Chair suggested that Members read the presentations, prepare questions, and try to attend Public meetings to listen to input from other attendees; then submit observations to the Chair or Dean Milton. Feedback from Members was requested by July 25, 2016.

Mr. Hartley was asked about the progress on cross-border para-transit services. He responded that Wheel-Trans is working hard on developing an agreement with all GTA para-transit providers on transfer points, eligibility, etc. with the goal of making travel more seamless.

9. Subcommittee Reports and Updates

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

The next WTOS meeting has been tentatively scheduled on July 11, 2016.

Communications Subcommittee (CS) – Marian McDonell, Chair

A CS meeting was held on June 9, 2016. The items discussed were:

- Flash Card - the new version of the card was shown to CS. One side of the card has the blue International Symbol of Access with a ramp under the wheelchair with the message “Please lower ramp”. The other side has a tilting bus with the message “Please kneel”. They will be available in two sizes. After lengthy discussion, CS recommended that the revised card should read: “Please kneel the bus” on one side and “Please lower the ramp” on the other.
- Platform Gap, Eglinton Station - the station description pages will be updated online to inform customers about the modifications made at the south end of the subway platform to allow easier boarding for customers using mobility devices.
- W-T Transfer Points - Currently, there is confusion at some transfer points at subway stations. Angela Marley advised that W-T is working on this and is currently in the process of consolidating addresses.
- Streetcar Video –There are not enough low-floor streetcars in service to be able to put one out of service for a day of video shooting. The video will have to wait until more low-floor streetcars are available. The bus video is complete and available on the TTC website in the Accessibility Section. The CS Chair will be sent a link to the video, for distribution to all members.
- ACAT Brochure – the error made on the most recent brochure will be corrected. Brochures will be ready for the 2016 Public Forum on Accessible Transit in September, or earlier if needed. The W-T booklet provided at the People in Motion Show contained some content that was questioned. CS Chair emailed details to Deborah Brown.
- CS reiterated that all marketing material related to accessibility should be passed on to them for review before being put into production. Deborah Brown will send an electronic version of the next W-T Newsletter to the CS members for review and comments.
- The W-T 10-Year Strategy will be printed in black on a white background (instead of grey) to provide higher contrast, making it easier to read.
- Accessibility Tips in “Connecting Toronto” – Corporate Communications committed to Deborah Brown that an Accessibility Tips column will be included in the 24 Hours newspaper. CS Chair asked members to send their suggestions for tips to her as soon as possible for forwarding to Deborah Brown. It was suggested that Accessibility Tips be added to the CS ongoing Agenda to ensure current issues are addressed. It was also recommended the title be “Accessible Tips for TTC Customers”, so it includes all customers.

- Audible Route Announcements – Debbie Gillespie, Raymond Dell’Aera, and Mazin Aribi attended a meeting to address reports that the volume is too loud. A test was held at Bayview and Eglinton and they found that the volume is inconsistent due to ambient noise. The group also questioned the time interval between the end of one announcement and the beginning of the next – and suggested that it be extended by 5 seconds. Al Howard, Manager of TTC Bus Maintenance, agreed to experiment and test some suggestions and will report back to the complainant. When this moves from pilot to full implementation, announcements will be made via Connecting Toronto and featured on the TTC web site.

Design Review Subcommittee (DRS) - Raymond Dell’Aera, Chair

DRS held a meeting on June 1, 2016.

Staff presented the Easier Access Phase III Preliminary Design Review for Bay Station. The design includes the construction of an elevator from concourse to platform level. The elevator to street level will be part of the Cumberland Terrace development on the east side of Bay Street. The existing ramp at concourse level to Cumberland Terrace will be improved and automatic doors added. The project is currently at 30% of the design stage, with construction scheduled for completion in Fall 2020. The PRESTO fare system is being installed this summer.

Construction staff also attended to discuss the report on the feasibility of accelerating the Easier Access program from its planned completion date of 2025, in response to a request by the TTC Board. The report, which was originally presented to DRS in its May meeting, elicited many questions and concerns from the Subcommittee, prompting staff to make revisions as well as return to DRS for further discussion. Steve Stewart presented his updated draft report which he indicated included responses to the questions raised by ACAT members. His conclusion remained the same – it will not be possible to accelerate the program. He explained that modifications had been made to the design schedule and that the budget has been approved; he showed a chart showing when all stations are in the design and construction stages and emphasized that his department is prepared to do all it can to ensure that the project is completed on time. The report is planned to go to the July Board Meeting.

The discussion then moved to the format of the draft report where more comments and observations were made, helping to refine things further while emphasizing the areas that are most challenging to the schedule. Steve Stewart thanked the Subcommittee for its input, and stated that he would revise the report further based on the additional feedback from the meeting.

Service Planning Subcommittee (SPS) – Valdo Tammark, Chair

No SPS meetings were held in June.

10. Report on TTC Board Meeting and Accessibility Matters

A few ACAT members attended the TTC Board Meeting held on May 31, 2016 at City Hall. ACAT Chair Mazin Aribi encouraged members to attend Board Meetings.

The Board received the ACAT March 31, 2016 approved Minutes and asked Mazin Aribi to give a few highlights.

Mazin Aribi expressed ACAT's delight that the new 514 Cherry Street accessible streetcar route would soon be available and he raised a concern that the accessible access to this route is limited. The only connections located north to Line 2 are via the 29 Dufferin, 510 Spadina, and to Line 1 is at St. Andrew. There is no access to an accessible subway station east of University Avenue. Although 514 Cherry connects with 6 Bay, 75 Sherborne, 65 Parliament, and Line 1 at King Station, customers who need an accessible connection cannot then transfer to Line 2 or Line 1 due to the lack of elevators at Bay, Sherbourne, Castle Frank, and King Stations. This impedes accessible connections to the downtown core from the east.

TTC Vice-Chair Heisey enquired about the dates when Sherbourne and Castle Frank would become accessible. The TTC staff will bring a report to the July 11, 2016 Board Meeting. Matt Hagg will add this topic to the agenda of the next SPS meeting.

Mazin Aribi expressed concern about the incident that happened on Line 2 when a train door stayed open while the subway train was in transit due to human error. He requested assurance this would not happen again, emphasizing the importance of persons with disabilities having confidence in safely using TTC train service.

Mazin Aribi informed the Board that the next meeting of ACAT is on June 30, 2016.

The next TTC Board Meeting is on July 11, 2016.

11. Report on Customer Liaison Panel (CLP) – Angela Marley, ACAT Representative

A CLP meeting was held on June 8, 2016. Presentations were made on the Next Time Arrival on Platforms and the Fare Policy Change and concessions were discussed.

Panel members provided observations; one being that an audio external bus announcement was incomprehensible.

Another member suggested merging bus routes 22 Coxwell and 70 O'Connor, both of which enter Coxwell Station, as a number of people were observed transferring from one bus to the other. Merging these routes would make them more accessible because passengers could ride on one bus on Coxwell through the station to reach their destination.

The TTC PRESTO pamphlet was distributed to ACAT members.

Questions and Comments from the Committee:

The item regarding merging of the bus routes was referred to the Service Planning Subcommittee.

A brief discussion ensued related to Apps such as Transit Now Toronto, Next Bus, etc. which give TTC Access information.

It was noted that some of the streetcar stops on King Street do not have curb cuts for accessible boarding at the second door. This will be discussed by SPS and probably by DRS.

12. Report on Transit Fare Equity (TFE) Committee – Margaret Hageman, ACAT Representative

Sam Savona attended the TFE meeting at City Hall on June 16, 2106.

The TFE Committee determined to delay scheduling the final TFE report to Council until November 8, 2016. Staff reasoned that because there are many other reports going before the TTC Board and City Council, a Fare Equity Report may be over-shadowed and therefore not get the consideration that it deserves. The revised schedule is as follows:

TTC Board – September 28
Executive – October 26
Board of Health – October 31
City Council – November 8

Staff continues to look for ways to fund concessions, including meeting current concessions, such as those that seniors currently receive.

Regarding the Eligibility process roll out, there is nothing yet to report.

13. Report on Accessibility Advisory Panel for Transportation Services – Valdo Tammark, ACAT Representative

Not available at this time.

14. ACAT Executive Quarterly Meeting with CEO and Chair

Mazin Aribi, Debbie Gillespie, and Angela Rebeiro attended the Executive Quarterly Meeting on June 20, 2016. The following items were discussed:

Disabilities Representative on the TTC Board

Mazin Aribi reported that he had signed the joint letter between ACAT and the Disability Access and Inclusion Advisory Committee sent to the Civic Appointment Committee, regarding the vacancy on the TTC Board and the need to have a Board Member representing people with disabilities. TTC Chair Josh Colle advised that 300 people applied for the vacant position. He agreed there is an absence on the TTC Board of someone to represent disability matters and would advise the hiring committee to take this into consideration.

ACAT Executive urged that the person does not necessarily have to have a disability but could be someone who is thoroughly acquainted with disability issues.

Fare Update

Angela Rebeiro advised that the report on this topic should be available to the Board in the Fall.

Media Events Opportunities

Mazin Aribi drew attention to the number of recent ribbon-cutting events that did not mention accessibility nor was ACAT invited. ACAT Executive suggested that local news media be invited

such as the Metroland community newspaper and that ACAT needs to be advised and be present at these events.

ACAT Executive suggested that the local newspaper "The Annex" be invited for the upcoming launch of the renovated accessible Ossington Station.

Josh Colle stated that he will contact Brad Ross at TTC Corporate Communications to include ACAT in events, or highlight accessibility aspects in news releases or include a quote from the ACAT Executive.

New TTC Funding Commitment Allocation to Accessibility Projects

As the money from the Federal Government has to be spent in two years or be returned, TTC representatives recognized the importance of escalating the accessibility of subway stations and recommended that ACAT make a motion to use the new money to that effect.

Accessible Fare Gates

Mazin pointed out that the new PRESTO Accessible Fare Gates have a swiping mechanism that is too high for customers with limited reach, to tap the reader. TTC is to investigate.

Easier Access Phase III

The ACAT Executive brought forth ACAT's dissatisfaction with the draft report that concludes it is not possible to accelerate the pace to make the subway stations accessible.

The next ACAT Executive Quarterly meeting is on September 15, 2016.

Questions and Comments from the Committee:

Members held a preliminary discussion about the feasibility of using free fares as an incentive for Wheel-Trans customers to use conventional transit.

ACAT members worked on a motion to advise the TTC Board to use the recently received Federal funding for Easier Access III current projects to assist in the implementation of the Wheel-Trans 10-Year Plan.

Andy Byford, TTC CEO, joined the meeting and provided an update, including the TTC's plans to use the Federal funding, outlined in #16 Update From CEO.

ACAT then referred back to the Motion on the floor related to Federal funding. Debbie Gillespie moved and Angela Marley seconded that ACAT recommends the monies recently received from the Federal Government be allocated to Easier Access Phase III current projects to assist in the implementation of the Wheel-Trans 10-Year Plan. Motion carried unanimously.

15. ACAT Terms of Reference Update

Deferred to the next ACAT meeting.

16. Other / New Business

Update from CEO - Andy Byford

Andy Byford reported that the TTC is honing in on what to do with the Federal funds – the problem being that it has to be spent on projects which will be finished within two years. It is aimed at small projects. TTC will challenge this and ask if it can be carried over into Phase II funding. Replacing hybrid buses with diesel, new streetcars, and other ‘quick’ options are being looked at. TTC is making sure accessibility is on the list.

ACAT members emphasized the importance of using the Federal funding on accessibility projects such as speeding up completion of the Easier Access Phase III subway stations projects and the W-T 10 Year Strategy.

Andy Byford said that Cherry Street will have a full fleet of accessible streetcars which will create a fully accessible East/West route and eliminate overcrowding on King. He reiterated that the TTC is asking for more time to use the Federal money and that Accessibility is front and centre. Andy Byford will discuss the issue of Corporate Communications attending an ACAT meeting. Also, he will discuss with Corporate Communications the media coverage concerning the St Clair Avenue streetcar Platform renovations.

The subway door chimes were estimated to be installed by the end of the third quarter, 2016.

Mazin informed Andy Byford of ACAT’s earlier discussion at today’s meeting on non-inclusion of people with disabilities at all levels of the TTC. Andy Byford noted that there is a vacancy on the TTC Board.

Mazin thanked Andy Byford for his input to the meeting.

ACAT Meeting Highlights to Report at Board Meetings

Mazin advised members that, at one of the ACAT Executive Quarterly meetings with TTC CEO, Chair, and Vice Chair, ACAT was asked to provide highlights from the minutes of ACAT meetings at Board Meetings.

Members agreed that, at future ACAT meetings, during the Subcommittee reports and updates, each Subcommittee Chair is expected to recommend items from that month’s Subcommittee report to be highlighted for the next TTC Board meeting.

17. Next Meeting

The next meeting of ACAT will be held on Thursday, July 28, 2016, from 1:00 p.m. to 3:30 p.m. at 1900 Yonge Street, 7th Floor Boardroom.

18. Adjournment

The meeting adjourned at 4:00 p.m.

Avril Hylands
Recording Secretary

TORONTO TRANSIT COMMISSION

COMMITTEE MINUTES

Minutes of Meeting: Advisory Committee on Accessible Transit
Meeting No. 306

Meeting Date: Thursday, July 28, 2016

Location: 1900 Yonge Street
7th Floor Boardroom

Present: Mazin Aribi, Chair
Angela Rebeiro, Co-Vice Chair
Debbie Gillespie, Co-Vice Chair
Louise Bark
Karma Burkhar
Jaspreet Dhaliwal
Raymond Dell'Aera
Margaret Hageman
Joan Jordan
Angela Marley
Lynn McCormick
Marian McDonell
Bobbi Moore
Howard Wax
Valdo Tammark

Pool Members: Sarah Adams
Anita Dressler
Lauri Sue Robertson

TTC Representatives: Matt Hagg, Senior Planner – System Accessibility
Thomas Hartley, Division Manager, Wheel-Trans
Ihor Witowych, Division Manager, Bus Transportation

Copies: Andy Byford, Chief Executive Officer
Richard Leary, Chief Service Officer, Service Delivery
Chris Upfold, Deputy CEO & Chief Customer Officer
Kirsten Watson, Head of Bus Transportation
Susan Reed Tanaka, Chief Capital Officer
Vince Rodo, Chief Financial & Administration Officer
Brad Ross, Executive Director – Corporate Communications
Mike Palmer, (Acting) Chief Operating Officer
Jacqueline Darwood, (Acting) Head of Strategy & Service Planning
Cheryn Thoun, Head of Customer Communications
TTC Board Members

Items Discussed:

1. Call to Order / Attendance
2. Declaration of Conflict of Interest
3. Approval of Agenda
4. Remarks from ACAT Chair
5. Review and Approval of June 30, 2016 Minutes
6. Business Arising Out of Minutes/Outstanding Items
7. Deputation: Nil
8. Wheel-Trans 10-Year Strategy Update
9. Subcommittee Reports and Updates
10. Report on TTC Board Meeting and Accessibility Matters
11. Report on Customer Liaison Panel
12. Report on Transit Fare Equity Committee
13. Report on Accessibility Advisory Panel for Transportation Services
14. ACAT Terms of Reference Update
15. Review of Correspondence
16. Other / New Business
17. Next Meeting – August 25, 2016
18. Adjournment

1. Call to Order / Attendance

The meeting was called to order at 1:20 p.m. and attendance was taken.

2. Declaration of Conflict of Interest

Nil.

3. Approval of Agenda

Angela Marley requested the following item be identified as a standing item for future meetings:

- ACAT Meeting Highlights for the TTC Board Meeting.

On a motion by Howard Wax, seconded by Marian McDonell, the agenda was approved.

4. Remarks From ACAT Chair

The Wheel-Trans 10-Year Strategy is under way. Chair Mazin Aribi asked ACAT members, who have not already done so, to make it a priority to travel on the conventional system to test the accessibility. He encouraged members to email their items of concern to him, placing emphasis on how ACAT can support Wheel-Trans customers to have successful trips using the conventional system. Mazin is endeavouring to develop a priority list of items that will assist the TTC to implement this Wheel-Trans Plan.

5. Review and Approval of June 30, 2016 Minutes

The approval of the June 30, 2016 minutes was deferred to the next meeting.

6. Business Arising Out of Minutes / Outstanding items

ACAT members reviewed the Outstanding Items of July 2016 and noted the following:

- Item: Gap between Subway Trains and Platforms – The action should be amended to read: The Station Pages will be updated online for Eglinton subway station.
- Item: Accessibility Flash Cards – This item was completed.
- Item: Suggestion that Wheel-Trans Buses be permitted to use GO Bus Reserved Lanes – Thomas Hartley, Division Manager of Wheel-Trans reported that the Strategy and Service Planning Department sought permission from the Province. Permission was granted and next steps are pending.
- Item: Suggestion to Put a Yellow Line down the middle of Wheel-Trans Friendly Buses to assist people using mobility devices to exit to the rear – Declined, as the vehicle will eventually be phased out.

7. Deputation

Nil.

8. Wheel Trans 10-Year Strategy Update

Thomas Hartley presented an update on the Wheel-Trans 10-Year Strategy. Eligibility for Wheel-Trans service is expanding and will not be limited to physical mobility considerations. In the near future, customers with cognitive, mental health, sensory, and/or physical disabilities may be eligible for Wheel-Trans service. Disabilities may be permanent or temporary as identified under the Ontario Human Rights Code. Customers will be eligible if they have a disability that prevents the use of the conventional system for all or part of a journey. Conditional eligibility is being introduced for individuals where there are environmental or physical barriers that prevent consistent use of the conventional services.

Several TTC departments are working together in the development of this project including Wheel-Trans, Legal, and Diversity and Human Rights, in consultation with ACAT.

The Eligibility Process will have two components: Application and Appeal. If the application is turned down, the Appeal process ensures procedural fairness.

The processes of eligibility were outlined to include Emergency Short Term service, Temporary Service Extension, current customer re-registration, and current customer re-certification. To support the main process of eligibility and eligibility appeal, the short term service provides immediate Wheel-Trans services for 30 days to individuals who are not currently customers or to provide immediate short term service to potential customers to help them while going through the application process. Service will also be extended to 60 days to customers who receive temporary eligibility. A process will be in place for visitors.

Current customers who register prior to 2017 will not be reassessed for another three years. The focus will be on new eligibility and new registrants.

At the end of May 2016, the proposed application package was created and presented to many stakeholders, medical and legal communities, local and provincial agencies.

To support the eligibility processes, third party assessors and a third party appeals board will be required.

Questions and Comments from the Committee:

A member asked if there would be a pilot project to educate people on how to use the conventional system. Staff advised that education on the use of the conventional system will be integrated into the program.

A member asked if Wheel-Trans registrants will have some type of photo ID for Operators to acknowledge that their eligibility process is pending. Staff advised that no decision has been made regarding this matter. The TTC is working on a Cross Boundary Sharing System, and collaborative effort is ongoing.

9. Subcommittee Reports and Updates

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

WTOS held a meeting on July 15, 2016.

Wheel-Trans Scent-Free Policy

Signs were removed from W-T buses and the TTC Maintenance department is still conducting fleet inspections to include the checking for signs and replenishing signage. A pictogram was suggested for scents and other signage.

Telephone Performance Charts

Wheel-Trans staff acknowledged the long waiting times for customers to speak with Reservationists and advised it is due to being underfunded and under staffed. 6,000 trips are booked daily over the telephone lines. The graphs of the last three years showed a steady increase in calls. Internet trip booking accounts for 40% of trips booked. By September 2016, another three staff will be hired for a total of 39 staff in the call centre. Wheel-Trans is trying to get more staffing and continues to look for solutions to manage the increase in calls. Many calls are made to the Priority Line which should be going to Reservations. A larger part of the problem is due to the telephone system that requires upgrades.

New Wheel-Trans Bus Specifications

Many recommendations and suggestions were brought forth for consideration in the new bus specifications, including but not limited to:

- Vehicle lighting
- Changes to the ramps
- Securement systems
- Air conditioning and heating. In response to members' request for more information on air conditioning and heating, Bruce Peters, Manager - Lakeshore Garage, will be invited to attend a WTOS meeting.

Late Cancellation Policy

The policy is under revision as flexibility is needed to accommodate late and same day service cancellations. Consideration will be given to the length of time that a cancellation can occur without penalty.

Comments from the Ontario Medical Association Regarding the Application Form

The questions to be completed by Healthcare Providers need to be redesigned on the proposed new Wheel-Trans eligibility application form. The doctor affiliated with the Ontario Medical Association who is on the Forms Committee met with Dean Milton, Wheel-Trans. The TTC Legal, Human Rights, and Wheel-Trans departments will work on the application form collectively. The draft will then be forwarded to the Ontario Medical Association for review and back to ACAT.

Highlights for the TTC Board

- Collaboration in drafting the Medical Form for the W-T Application
- W-T Late Cancellation Policy

Questions and Comments from the Committee:

A member raised a question regarding the cost factor in simplifying the form. Staff advised that they want to ensure the form can be completed in minimal time so there will not be a cost to the client. If there is an applicable charge, ACAT has requested the cost be capped.

Communications Subcommittee (CS) – Marian McDonell, Chair

Marian McDonell advised that the next CS meeting was scheduled for August 11, 2016 and items for discussion will include the distribution of flash cards and Wheel-Trans transfer stops.

Design Review Subcommittee (DRS) - Raymond Dell'Aera, Chair

DRS held a meeting on July 6, 2016. The Manager of Track and Structure, Maintenance Engineering, provided a status update on the actions ongoing to resolve the “platform gap” issue present at certain stations in the subway system. A sample product referred to as “rubber fingers” was provided for discussion. The product can be placed at the edge of the platform and will deflect gently when the train comes in and provide a solid surface when someone is walking over it; thereby, reducing the horizontal gap between the platform and train. The issue is that the product has not been tested to meet Canadian fire standards. There are ongoing negotiations in an attempt to locate another supplier with the same product who is willing to have the product tested, since testing is costly.

The Subcommittee then asked about the issue of vertical gaps present on some platforms. Eglinton was the only station where the platform was completely below standards and a raised platform edge ramp was built along part of it. This fix was implemented on only part of the platform because the subway platform at Eglinton Station is set to shift further northward as part of the Eglinton Crosstown LRT project; it was intended to make the platform usable in the short term for customers using mobility devices in advance of the more comprehensive solution spurred by the LRT construction. The Subcommittee asked about the need for similar fixes at other stations with large vertical gaps, and staff answered that this is dependent on an ongoing effort to get accurate measurements of all subway platforms. Measurements of 60% of station platforms are now complete. On average, two stations are measured per month - a result of limited resources and the need for the work to be performed when the subway is not operating. DRS noted that it would take another 15 months to complete this task at the current pace and advised that the measurements should be advanced.

After discussing the challenges faced by customers navigating conventional transit, the members of the Subcommittee agreed on the importance of addressing the platform gap issue in the most comprehensive way possible, noting that customers have the expectation that they can board and deboard trains safely without having to memorize the location of narrow or level gaps. This is especially urgent considering the role of conventional transit in the Wheel-Trans 10-Year Strategy Plan. To that end, the DRS Chair summarized the next steps: 1) measurements are first priority and must be expedited, 2) identify all stations with gap problems, 3) obtain the scope of work and determine cost, and 3) decide what work will be done.

Two short updates were given on other items currently ongoing for DRS. For the external door chimes on Toronto Rocket trains, most of the speakers are now installed. The wiring and software upgrades will commence in July and the external route announcements on those trains will be implemented at the same time.

On developing standards for tactile signage for bus bays, staff advised that other alternatives are being explored for this project. A Request for Information (RFI) will be developed to find out what other types of systems are available in the market.

Highlights for the TTC Board

- Consulted with staff on next steps for addressing large gaps between subway platforms and trains

Service Planning Subcommittee (SPS) – Valdo Tammark, Chair

SPS met on July 6, 2016.

Karen Kuzmowich, Manager of Diversity, gave a presentation on the Diversity and Inclusion Lens. A one-page tool called the Inclusion Lens Tool was introduced which is used by employees to help determine how various equity seeking groups may be impacted by a program or initiative at the TTC. A booklet accompanies the one-page tool and was distributed to the ACAT members for review. The booklet provides detail on how the Diversity and Inclusion Lens works.

The 2016 Public Forum on Accessible Transit will be held on Thursday, September 15, 2016, at the Allstream Centre at Exhibition Place. The presentation will focus on the Wheel-Trans 10-Year Strategy and provide an update on the progress of accessibility improvements completed or underway since the previous year's Forum.

ACAT members were advised that several deficiencies identified as hindrances from last year's Forum have been resolved, including improved accessible washroom signage and ensuring that Wheel-Trans trips are not scheduled to arrive too early.

The suggestion to merge the 22 Coxwell and the 70 O'Connor bus routes was declined. Temporarily, those routes were merged due to construction at Coxwell Station. TTC cannot justify merging the two routes when construction is completed because ridership levels are different on each route and additional buses would be required to meet service standards.

ACAT requested to discuss the subway emergency evacuation procedures. This discussion will take place at the next SPS meeting on Wednesday, August 3, 2016, in the afternoon.

Highlights for the TTC Board

- 2016 TTC Public Forum and the Diversity and Inclusion Lens

Questions and Comments from the Committee:

A question was raised if route announcements and door chime integration would be discussed at the Public Forum. Staff advised that it will be added to the list; the presentation has not yet been finalized.

Mazin Aribi requested that the TTC Diversity and Inclusion Lens, Diversity and Inclusion Toolkit, and Diversity and Inclusion Lens Toolkit slides be forwarded to all ACAT members. Staff will

forward the requested documentation to all ACAT members.

10. Report on TTC Board Meeting and Accessibility Matters

The TTC Board Meeting was held on Monday, July 11, 2016, at City Hall.

The Board accepted the approved April 28, 2016 ACAT minutes and asked the ACAT Chair to provide meeting highlights. Mazin Aribi reported the following:

ACAT received a deputation from a group of people who are deaf-blind. They are worried about their safety in the subway stations and they have difficulty navigating the subway and communicating with others.

ACAT members participated in filming a TTC educational video about bus accessibility features which will be used for internal and external purposes. The video is available on the TTC website in the Accessibility section.

ACAT raised a concern about the accessibility of the PRESTO fare card readers for customers who cannot reach up to "tap on" to the reader on top of the stanchion. ACAT was informed that the solution is to mount a second PRESTO reader on the front of the accessible fare gate stanchion. However, ACAT has not yet reviewed this solution and is still concerned that access to the reader will be a barrier for some customers to travel independently on the TTC.

Mazin Aribi informed the Board that the next ACAT meeting was scheduled to be held on Thursday, July 28, 2016, from 1:00 p.m. to 3:30 p.m. at 1900 Yonge St. 7th Floor Boardroom.

Mazin Aribi encouraged the TTC Board members to attend the TTC Annual Public Forum on Accessible Transit on September 15, 2016, at the CNE, where they can learn a great deal from customers in their constituency.

The next TTC Board Meeting is on Wednesday, September 28, 2016, at City Hall.

Questions and Comments from the Committee:

A member asked that, when TTC sends out invites to the Public Forum, are they sent to City Councillors and the TTC Board? Staff advised that all Councillors receive invites. It was suggested that ACAT members should find out who their City Councillor is and personally invite them to the Public Forum, accompany them, and speak with them to educate them about challenges faced and about the Wheel-Trans 10-Year Strategy.

A member asked if staff submitted the report on the Easier Access Phase III to the July 11, 2016 TTC Board Meeting. Staff advised that the report should be provided in September Board Meeting.

11. Report on Customer Liaison Panel (CLP) – Angela Marley, ACAT Representative

A CLP meeting was held on July 13, 2016. Members received updates on the Fare Policy Change related to Concessions and Cashless Surface Fleet. CLP members provided a variety of observations regarding their use.

Angela Marley suggested that Eve Wiggins, Head of Wheel-Trans, be requested to give the

Wheel-Trans 10-year Strategy presentation to CLP to obtain feedback from conventional service customers. Their feedback is valuable because they are transit users and there will be an increasing number of people with disabilities using the conventional service. Angela Marley also volunteered to give a presentation about ACAT.

The TTC Public Forum on Accessible Transit scheduled for September 15, 2016 was announced. As it is the same week as the regular CLP meeting, the CLP meeting will be rescheduled. A CLP member encouraged other members to attend the TTC Public Forum, stating she has gained a better understanding of the issues faced by riders who have disabilities.

12. Report on Transit Fare Equity (TFE) Committee – Margaret Hageman, ACAT Representative

No TFE meetings were held since the last ACAT meeting.

13. Report on Accessibility Advisory Panel for Transportation Services

No meetings were held since the last ACAT meeting.

14. ACAT Terms of Reference Update

It was requested to expand on Item 1.2 to say, “Individual complaints are being handled by Customer Service”.

Questions and Comments from the Committee:

A question was raised whether Customer Service is keeping complaints statistics and categorizing the various types of complaints received. This method may be the way to identify the systemic issues. Staff advised that that all customer complaints are categorized.

A member asked if the stats are brought back to ACAT to be addressed. Staff responded that issues are brought to the attention of ACAT when staff approaches ACAT to request for advice.

Due to time constraints, it was suggested to defer ACAT Terms of Reference discussion to the start of the next ACAT meeting.

15. Review of Correspondence

Nil.

16. Other / New Business

Nil.

17. Next Meeting

The next meeting of ACAT will be held on Thursday, August 25, 2016, from 1.00 to 3.30 p.m. at 1900 Yonge Street, 7th Floor Boardroom.

18. Adjournment

On a motion by Margaret Hageman, the meeting was adjourned at 3:45 p.m.

Donalda Stevens
Recording Secretary