



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

February 1, 2017

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 December 22, 2016 General Monthly meeting to the February 21, 2017 Board Meeting for information (attached).

Thank you.

Sincerely,

Debbie Gillespie
2017 ACAT Chair

Attachment

TORONTO TRANSIT COMMISSION

COMMITTEE MINUTES

Minutes of Meeting: Advisory Committee on Accessible Transit
Meeting No. 311

Meeting Date: Thursday, December 22, 2016

Location: 1900 Yonge Street
7th Floor Boardroom

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

Regrets: Karma Burkhar
Jaspreet Dhaliwal
Howard Wax

Pool Members: Anita Dressler
Lauri Sue Robertson

TTC Representatives: Andy Byford, CEO
Matt Hagg, Senior Planner – System Accessibility
Eve Wiggins, Head of Wheel-Trans
Lodon Hassan, Assistant Manager, W-T Customer Service
Yuval Grinspun, Program Manager-WT Transformation Program
Thamina Jaferi, Human Rights Consultant
Thomas Hartley, Division Manager, Wheel-Trans Transportation
Ricardo Couto, Division Manager, Streetcar

TTC Board Members: TTC Vice Chair Alan Heisey
Joe Mihevc
Rick Byers

Copies: Andy Byford, Chief Executive Officer
Richard Leary, Chief Service Officer, Service Delivery
Chris Upfold, Deputy CEO & Chief Customer Officer
Kirsten Watson, Deputy Chief Service Officer, Service Delivery
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. Acknowledgement and Thanks to the 2016 Retiring ACAT Members
6. Presentation and Introduction of the 2017 ACAT Members and Pool Members
7. Review and Approval of November 24, 2016 Minutes
8. Business Arising Out of Minutes / Outstanding Items
9. Deputation – Nil
10. Review of Correspondence
11. Wheel-Trans 10-Year Strategy Update
12. Subcommittee Reports and Updates
13. ACAT Meeting Highlights for the Next TTC Board Meeting
14. Report on TTC Board Meeting and Accessibility Matters
15. Report on Customer Liaison Panel
16. Report on Transit Fare Equity Committee
17. Report on Accessibility Advisory Panel for Transportation Services
18. Report on ACAT Executive Quarterly Meeting with CEO and Chair
19. 2017 ACAT Meeting Dates Approval
20. Other / New Business
21. For Information:
 - ACAT New Member Orientation - January 12, 2017
 - ACAT Executive Elections - January 19, 2017
22. Next Meeting
23. Adjournment

1. Call to Order / Attendance

Mazin Aribi, ACAT Chair, called the meeting to order and attendance was taken.

2. Declaration of Conflict of Interest

Nil.

3. Approval of Agenda

ACAT Members' Talking Points for Participating in TTC Staff Training Sessions added under New Business.

On a motion by Bobbi Moore, seconded by Joan Jordan, the agenda was approved as amended.

4. Remarks from ACAT Chair, Mazin Aribi

TTC Vice Chair Alan Heisey, TTC Board Members Joe Mihevc and Rick Byers as well as TTC CEO Andy Byford addressed ACAT members prior to this meeting.

Councillor Joe Mihevc thanked the retiring ACAT members for their commitment to the vision of ACAT and stated that he is looking forward to working with the new ACAT members. Councillor Mihevc stated that ACAT's work on accessibility not only benefits persons with disabilities but also a wide range of TTC riders.

TTC Board Member Rick Byers also thanked ACAT members for all their hard work and noted that he is open to riding on the system with ACAT members to gain more insight into how persons with disabilities ride on the TTC.

Vice Chair Alan Heisey expressed his appreciation for ACAT members' work promoting accessibility and stated he has learned a lot about accessibility from ACAT.

Remarks from Andy Byford – TTC Chief Executive Officer

Andy Byford thanked the retiring ACAT members and to Mazin Aribi for being a passionate and spectacular Chair. Mr. Byford reported on the following:

- Discussion on PRESTO will be held at a scheduled meeting with the Mayor of Toronto.
- In the last two Board meetings, multiple capital projects with accessibility components have been approved.
- New Streetcars have been delivered.
- Progress is being made with the Wheel-Trans Family of Services project.
- Every subway station and all of the buses are now equipped with PRESTO machines.
- The Toronto York Spadina Subway Extension is scheduled to be completed by December 2017.

ACAT Plaque

Mr. Byford presented the ACAT Memorial plaque in recognition of ACAT volunteers who have provided leadership in advancing the accessibility of the TTC. The first member honoured is the

late Susan Davidson, 2014/2015 ACAT Chair. The plaque is to be installed in a public location within the Head Office of the TTC.

Mazin Aribi thanked all TTC Staff and ACAT Members for all their work in the year 2016 and wished everyone a Happy Holiday Season.

5. Acknowledgement and Thanks to the 2016 Retiring ACAT Members

Mazin Aribi thanked the retiring members of ACAT - Karma Burkhar, Marian McDonell, Bobbi Moore, and Angela Rebeiro - for their contributions to the mission of ACAT in the last three years. Mazin expressed confidence that the new ACAT members will also work to promote the work of ACAT.

6. Presentation and Introduction of the 2017 ACAT Members and Pool Members

Mazin Aribi welcomed and congratulated the new ACAT members - Mary Burton, Desrienne McIlwrick, Craig Nicol, Thomas Richardson, and Lauri Sue Robertson, and the 2017 Pool members - Anita Dressler, Jessica Geboers, and Igor Samardzic.

7. Review and Approval of November 24, 2016 Minutes

On a motion by Angela Marley, seconded by Louise Bark, the minutes were approved with the following amendments:

- Item #9, page 4, Questions and Comments from the Committee:
 - 1st paragraph amended to: “Members pointed out several places in the City where bike lanes and Wheel-Trans stops compete for access; for example, at Queens Quay.”
 - 2nd paragraph amended to: “Joan Jordan expressed a concern that the safety of people with disabilities needs to be addressed.”
 - 3rd paragraph, Line 1 amended to: “Howard Wax noted that the sedan taxis are having difficulty picking up and dropping off passengers and asked if this is being addressed.”
- Item #17, page 9, New Business – Bus Stop Poles:
 - ACAT members reported seeing the new design of the bus stop pole at some bus stops and raised a concern that this design did not come to ACAT for advice. At the May 2013 ACAT meeting, Customer Communications staff presented the bus stop and shelter maps pilot project being implemented on the Wellesley 94 bus route. Members gave feedback that the International Symbol of Access was small. In the current design, this symbol is smaller.
 - Members also expressed concerns regarding the removal of bus schedule information at bus stops, stating many seniors and people with disabilities rely on these postings as they do not have cell phones to access schedule information. Removal of the bus schedules from stop poles was also an issue identified by the Customer Liaison Panel.
- Item #17, page 9, Questions and Comments from the Committee:

- It was pointed out that ACAT assumed that the Customer Communications would come back multiple times, whereas Customer Communications thought it was a one-time consultation. In future, the process and expectations needs to be clearer. ACAT members expect that, when changes are made to an accessibility-related design, staff will bring it back to ACAT for consultation. This item was referred to the Communications Subcommittee.
- Angela Marley noted that the Metrolinx Eglinton Crosstown LRT Project Update meeting including ACAT DRS members and ACAT delegates is on December 13, 2016 at Metrolinx office, 20 Bay Street at 1:00 p.m.

8. Business Arising Out of Minutes / Outstanding Items.

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

- Item: PRESTO Accessibility Features - Ongoing.
- Item: Accessibility at Bus Bays – Staff will present a report to DRS in February 2017 on how to move forward with this.
- Item: Accessibility at Transit Stops – Regarding the streetcar education video, Customer Communications is currently waiting on Service Planning Subcommittee to provide the contents of the video.
- Item: Gap Between Subway Trains and Platforms – Draft report from TTC will go to DRS in February 2017.
- Item: Legends on Maps over TR Train Doors – Ongoing.
- Item: Tracking of Reduced Fares – As part of the City's Poverty Reduction Strategy to provide relief on TTC fares, discounts would be extended to low income residents in three phases, starting in March 2018.
- Item: Travel Assistance Card – On hold until the Wheel-Trans 10-Year Strategy becomes operative.
- Item: Suggestion that Wheel-Trans Buses be permitted to use the GO bus reserved lanes – It has been approved; however, bus Operators must first undergo training.
- Item: Amendments to the ACAT Terms of Reference – Completed.

9. Deputation – Nil.

10. Review of Correspondence – Nil

11. Wheel-Trans 10-Year Strategy Update

Eve Wiggins, Head of Wheel-Trans reported on the following:

- The new eligibility application form will be launched on January 1, 2017.

- Contracts have been awarded for the Functional Assessment Provider. The contract for the Appeal Panel is still in progress.
- Lodon Hassan is the new Assistant Manager - Customer Service at Wheel-Trans and is looking forward to working with ACAT.
- Working on automatic approval for applications that meet WT eligibility criteria, so that the number of applicants forwarded for Functional Assessment is reduced.
- 40 New Wheel-Trans vehicles will be delivered in 2017.

Questions and Comments from Committee Members

A member expressed concerns about the Operators driving through speed bumps and suggested that their training should include how to carefully ride through the speed bumps in consideration of the riders.

A member also asked if it is safe to have an auto approval system without interviews. Eve Wiggins noted that the auto approve would be sufficient to determine who is eligible or not.

Mazin Aribi asked how the application forms would be reviewed. Eve Wiggins stated that the application form is a living document and will be reviewed as it may become necessary.

12. Subcommittee Reports and Updates

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

DRS held a meeting on December 7, 2016. The following items were discussed:

DRS reviewed their visit to Hillcrest Yard on November 1, 2016 regarding the securement devices on Nova Buses, and the additional points were made:

- Thinner bench seats in the securement area may be possible. The thinner seat design would increase the space in the securement area and by extension in the aisle. TTC will review seating options for the next bus order.
- Mobility devices may obstruct the stop-request button. It was suggested that a stop-request button could be located on a horizontal grab bar behind the seat back in the mobility device area. DRS agreed that this is a good idea because of the accessibility of the button and the facility of activation.
- The Q’Pod Three-Point Restraint System was referenced. It is more expensive than other systems and requires Operator assistance to use. DRS recommended that the TTC install this system on one or two buses as a pilot project for a year or two in order to get as much customer feedback as possible, following which it would be evaluated.
- The Committee discussed the Q’Straint Quantum Securement system, which is a significant cost premium when compared to traditional systems. Because of its high cost and that it requires the passenger to face the rear -- a seating position not popular with the subcommittee for a variety of reasons -- this system was considered a non-starter.

There was a request for DRS members to provide ideas as to how to improve the design of TTC elevators and DRS offered the following suggestions:

- There has been a change in the CSA standard regarding the labelling of floor levels in elevators. The new CSA standard would change the floor levels, as follows: the ground floor would be Level 0 with all floors above that being Level 1, 2, 3, etc. and floors below ground would be -1, -2, and so on. As this standard will be part of the Ontario Building Code which TTC must comply with, this will be pursued for future elevators. Staff will investigate whether the buttons in existing elevators can also be replaced, although funding will need to be obtained for that first.
- It would be helpful if the floor designation buttons were set apart from the open and close buttons. This could be accomplished by having a raised horizontal bar across the control panel below the floor designation buttons.
- There should be floor level annunciators in elevators, especially where elevators serve more than two levels. Staff agreed to pursue this for new elevators; however, this is not likely to be incorporated into existing elevators.

There were two other miscellaneous notes raised at the meeting:

- Two elevators at St. Clair West Station are now in operation. One of the elevators goes from the northbound platform to the south concourse level. The other elevator goes from the southbound platform to the south concourse and then up to the bus and streetcar platform. The third elevator between street level and the bus and streetcar platform is expected to be completed in 2017.
- DRS had requested an update on the feedback provided to PRESTO in March 2016 on the review of the new fare gates. Staff will request a presentation for a DRS meeting in January, 2017.

On December 13, 2016, DRS and its representatives to Metrolinx, in addition to Metrolinx Accessible Advisory Committee, attended a joint meeting to discuss the accessibility of station and stop design of the Eglinton Crosstown LRT. The presentation viewed represented the current 60% design status of the project. The following topics were covered:

- The interchange station design, using Kennedy Station as an example
- Line stations with bus terminals, using the Science Centre station (at Don Mills and Eglinton) as an example
- Typical stop crossings for the on-street section of the line

Some notable points from the presentation and from the discussion that ensued were:

- The design of Kennedy Station includes two elevators on the LRT platform: each taking customers to a different area on the concourse level. There are another two elevators on the concourse level: one that can take customers to the main entrance, and one that leads to the secondary entrance where the GO platform is. This redundancy means that a single elevator failure does not necessarily render the station inaccessible.
- The Passenger Pick-up and Drop-off area at the main entrance of Kennedy Station has a spot designated for accessible vehicles. It was unclear at the time of the meeting if this is only meant for the general public or if it will be shared with paratransit vehicles such as Wheel-Trans. The committee referred Metrolinx to the Wheel-Trans 10-Year Strategy and

underscored the need to co-ordinate with the TTC and Wheel-Trans to make sure these stations will have the capacity to deal with the anticipated increase in multi-modal trips.

- The washroom plans shown for Kennedy Station include accessible stalls and features in gendered washrooms, as well as an accessible private washroom.
- There were questions pertaining to the pedestrian path of travel from adjacent streets and the surrounding area, since it seemed this was beyond the scope of the presented design.
- The design of on-street stop crossings had changed since the previous meeting to improve safety and wayfinding. Further changes were proposed in order to clearly differentiate the passenger waiting area from the rest of the crosswalk, improving safety for customers with vision loss.

Metrolinx will advise ACAT on next steps for involvement when that has been determined.

Questions and Comments from Committee Members

With respect to the meeting with Metrolinx, DRS members raised concerns about the Passenger Pick-Up and Drop-Off (PPUDO) space at the entrance; which the design suggests would be utilized by both the general population and persons with disabilities. Members suggested this is not advisable and that Metrolinx consult with Wheel-Trans and the TTC to ensure full integration of both services.

Staff responded that the TTC is working closely with Metrolinx and that all aspects of the interchange station design, including paratransit pick-up/drop-off spaces, are being co-ordinated. The Committee's concerns will be taken into account in the final design, based on Wheel-Trans requirements.

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

The WTOS held a meeting on December 15, 2016. The following items were discussed:

- The availability of the new W-T application forms on January 1, 2017
- Sensitivity and Awareness Training
- Changes in Customer Services
- Future Training Plans for 2017
- Public Education
- Snow Contingency Plans
- Telephone Performance
- Wheel-Trans and the use of bike lanes

Mazin Aribi thanked the Wheel-Trans staff for their efforts in implementing the 10-year Strategy and their management of customers.

Communications Subcommittee (CS) – Marian McDonell, Chair

CS held a meeting on December 8, 2016. The following items were discussed:

- New Streetcar Education Program – Customer Communications is currently waiting on the Service Planning Subcommittee to provide the content of the video. Once this is done, CS can review the storyboard with further discussion and production can be held in April, 2017.
- Wheel-Trans Stops at Subway Stations Update - The station descriptions continue to be updated. There were suggestions that the Bus Platform maps which are located in subway stations be placed on the TTC web site to aid trip planning. The Customer Communications staff will review.
- Accessibility Tips in 'Connecting Toronto' – three accessibility tips have been published so far -- Mind the Ramp on October 7, 2016, Eglinton Edge Repairs on October 14, 2016, and Priority Seating on November 25, 2016. Accessibility tips will be obtained from ACAT as they are needed.
- 2017 Meeting Schedule – the 2017 CS meeting schedule was provided to CS members and the CS meeting on February 8, 2017 would have to be confirmed.
- Bus Stop Poles – Concerns were raised about the design of the new bus stops poles and the lack of proper communication throughout the process. Ian Dickson explained that the design on the new bus poles were based on the initial designs of poles installed on Wellesley Street which incorporated the recommendations provided by ACAT at that time. It was pointed out that the new bus poles are different from the ones installed on Wellesley Street. It was suggested that, going forward, a more concrete process should be in place for adequate feedback from ACAT.
- New Business:
 - Flash Card – Deborah Brown noted that a new set of flash cards would be delivered to the Hillcrest Training department in response to a concern that the Training department did not have the new accessibility flash cards.
 - ACAT Members' Talking Points for Participating in TTC Staff Training Sessions - Angela Marley stated the Talking Points are being worked on and, once approved by ACAT, will be a resource for Communications Subcommittee members in composing Accessibility Tips for the Customer Communications Department to use.
 - Accessible Routes – CS asked that the accessible buses on street car routes could be included on the TTC website.
 - 10-Year Wheel-Trans Strategy Update - Aislin O'Hara provided an update.

Service Planning Subcommittee (SPS) – Valdo Tammark, Chair

SPS held a meeting on December 7, 2016.

Ryan Duggan, Manager of TTC Safety and Emergency Planning, discussed the emergency evacuation exercise in the streetcar tunnel at Union Station, which went well. The next subway exercise will take place in 2017.

SPS discussed with Staff the request to operate supplemental accessible buses on streetcar routes that are not yet accessible. It was pointed out that there are no buses available to

operate such a service on all streetcar routes; however, in 2017 buses will operate on part or all of several streetcar routes, due to construction and streetcar shortages. SPS requested that Staff make available a hub information on the website so that customers can know when and where to find accessible buses on streetcar routes.

SPS reviewed the “ACAT Members’ Talking Points for Participating in TTC Staff Training Sessions” for ACAT members when they do the Operator Recertification and other sessions.

13. ACAT Meeting Highlights for the Next TTC Board Meeting

Mazin Aribi noted that highlights from the Subcommittee meetings should be forwarded to the new ACAT Chair.

DRS:

- Reviewed and added to feedback given about mobility device securement on Nova Bus vehicles
- Provided suggestions for improving design of TTC elevators
- Attended meeting at Metrolinx for continuing consultation on Eglinton-Crosstown LRT

CS:

- New Streetcar Education Program - video being developed in conjunction with the Service Planning and the Communications Subcommittees and production can be held in April 2017.
- Flash Cards would be delivered to the Hillcrest Training department
- Accessible Routes – the Subcommittee asked if the accessible buses on streetcar routes could be included on the TTC website so that customers are properly advised and can plan their trips accordingly.

14. Report on TTC Board Meeting and Accessibility Matters – Mazin Aribi

TTC Board Meetings were held on November 30, 2016 and December 20, 2016, at City Hall. Items that were discussed included:

- The new City bike lanes project on Bloor Street, which interferes with the on/off boarding of passengers on Wheel-Trans.
- Poverty Reduction Strategy progress report and the 2017 Work Plan will be submitted to the Executive Committee.
- The amendment to ACAT’s Terms of Reference was approved.
- Discussion on the inclusion of persons with disabilities on the TTC Board.
- The appointment of five new ACAT members.
- TTC endorsed the Transit Fare Equity Program.

The next TTC Board Meeting will be held on January 18, 2017 at City Hall.

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

Angela Marley reported that the CLP had a social gathering in December.

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

Margaret Hageman reported that the TFE Committee was successful in proposing the recommendation to have concession fares for persons with low income. The detailed report will be forwarded to all ACAT members.

Mazin Aribi thanked Margaret Hageman and Sam Savona for their great work with respect to this.

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

No meetings were held since the last ACAT meeting.

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

The ACAT Executive Quarterly meeting with the CEO and Chair was held on December 12, 2016 at City Hall. The following items were highlighted:

- New TTC funding commitments allocation to accessibility projects
- Accessibility PR opportunities at important events.
- PRESTO Update
- Gaps between subway trains and platforms.
- New buses scheduled to go into service in January and the deployment of buses on street car routes.
- Competition at Wheel-Trans pick-up and drop-off stops that are located on bike lanes
- Persons who are hard of hearing and persons who have visual impairment riding the TTC.

The next ACAT Executive Quarterly meeting with CEO will be held on February 8, 2017 at City Hall.

Questions and Comments from Committee Members

Angela Rebeiro stated that discussions need to be held about communication challenges for persons with auditory and visual impairments during a delay in services or during an evacuation process in a subway station. Eve Wiggins noted that this is currently being discussed and explained that the subway may not be the way of traveling for persons with hearing and vision disability.

19. 2017 ACAT Meeting Dates for Approval

On a motion by Lynn McCormick, seconded by Louise Bark, the 2017 ACAT meeting dates were approved.

20. Other / New Business

- ACAT Members' Talking Points for Participating in TTC Staff Training Sessions

Angela Marley reported that the Talking Points document is a good resource for ACAT members when they have an opportunity to speak at TTC training sessions.

On a motion by Louise Bark, seconded by Joan Jordan, the ACAT Members' Talking Points for Participating in TTC Staff Training Sessions were approved.

21. For Information:

- ACAT New Member Orientation – Thursday, January 12, 2017 by 1:00 to 2:00 p.m. at 1900 Yonge Street 7th floor Boardroom.
- ACAT Executive Elections – Thursday, January 19, 2017 by 1:00 p.m. to 2:00 p.m. at 1900 Yonge Street 7th floor Boardroom.

Debbie Gillespie reported a meeting time conflict for three members and suggested that the Executive elections meeting be rescheduled. Staff will inform members of the rescheduled date.

Mazin Aribi thanked all ACAT members for their support to him as the retiring Chair of ACAT. Members thanked Mazin Aribi for his work as Chair of ACAT.

22. Next Meeting

The next ACAT meeting will be held on Thursday, January 26, 2017, from 1:00 p.m. to 3:30 p.m. at 1900 Yonge Street, 7th Floor Boardroom.

23. Adjournment

On a motion by Angela Marley, the meeting was adjourned.

Temí Omope
Recording Secretary