



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

October 2, 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 July 27, 2017 and August 31, 2017 General Monthly meetings to the October 16, 2017 Board Meeting for information (attached).

Thank you.

Sincerely,

Debbie Gillespie
2017 ACAT Chair

Attachments

TORONTO TRANSIT COMMISSION

COMMITTEE MINUTES

Minutes of Meeting: Advisory Committee on Accessible Transit
Meeting No. 319

Meeting Date: Thursday, July 27, 2017

Location: 1900 Yonge Street
7th Floor Boardroom

Present: Debbie Gillespie, Chair
Angela Marley, Co-Vice Chair
Raymond Dell'Aera, Co-Vice Chair
Louise Bark
Mary Burton
Jaspreet Dhaliwal
Margaret Hageman
Joan Jordan
Lynn McCormick
Desrienne McIlwrick
Craig Nicol
Thomas Richardson
Lauri Sue Robertson
Howard Wax

Pool Members: Anita Dressler

Regrets: Jessica Geboers
Valdo Tammark
Igor Samardzic

TTC Representatives: Andy Byford, TTC Chief Executive Officer
Matt Hagg, Senior Planner - System Accessibility
Lodon Hassan, Assistant Manager - Customer Service, Wheel-Trans
Donna Harris, Communication Specialist, Wheel-Trans
Lynn Middleton, Division Manager - Wheel-Trans
Yuval Grinspun, Project Manager, Wheel-Trans Transformation Project
Louise Riggi, Project Coordinator, Wheel-Trans Transformation Project
Zeina Althawabeth – Project Coordinator, Wheel-Trans
Jasmine Eftekhari, Project Coordinator, Wheel-Trans
Twain Sparks, Senior Instructor, Training

Charlene Sharpe, Business Analyst, Wheel-Trans
Aislin O'Hara, Project Lead - Wheel-Trans Customer Service
Malcom MacPherson, Stations Supervisor, Central Zone
Mark Mis, Manager - Service Planning
Radamiro Gaviria, Diversity and Human Rights

Copies:

Andy Byford, Chief Executive Officer
Richard Leary, Deputy CEO & Chief Service Officer
Kirsten Watson, Acting Chief Customer Officer
Susan Reed Tanaka, Chief Capital Officer
Brad Ross, Executive Director – Corporate Communications
Mike Palmer, Chief Operating Officer
Eve Wiggins, Head of Wheel-Trans
Jacqueline Darwood, 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 29, 2017 Minutes
6. Business Arising Out of Minutes / Outstanding Items
7. Deputation – Doris Power
8. Wheel-Trans 10-Year Strategy Update
9. Review of Wheel-Trans Late Cancellation / No Show Policy
10. Subcommittee Reports and Updates
11. ACAT Subcommittee Meeting Highlights for the next TTC Board Meeting
12. Report on TTC Board Meeting and Accessibility Matters
13. Report on Customer Liaison Panel
14. CEO Update
15. Review of Correspondence
16. Other / New Business
17. Next Meeting – August 31, 2017
18. Adjournment

1. Call to Order / Attendance

Debbie Gillespie, ACAT Chair, called the meeting to order and attendance was taken.

2. Declaration of Conflict of Interest

Nil.

3. Approval of Agenda

On a motion by Howard Wax, seconded by Tom Richardson, the agenda was approved.

4. Remarks from ACAT Chair, Debbie Gillespie

Debbie Gillespie thanked ACAT members who volunteered in the video production of the new streetcar education program.

Members were encouraged to attend the 2017 TTC Public Forum on Accessible Transit. Attendance at the TTC Public Forum indicates ACAT's commitment and support for TTC staff.

5. Review and Approval of June 29, 2017 Minutes

On a motion by Joan Jordan, seconded by Craig Nicol, the minutes were approved with the following amendment:

- Page 7, under Communication Subcommittee, 4th paragraph should be amended to read "Wheel-Trans Stops".

6. Business Arising Out of Minutes / Outstanding Items.

- Item: PRESTO Accessibility Features – Allan Foster and Yemi Okewole provided an update to ACAT on the PRESTO Accessibility Features.
- Item: Gaps between Subway Trains and Platforms – the TTC Board has requested a more detailed cost analysis on this project. This would be presented to the Board in September, 2017.
- Item: Suggestion that Wheel-Trans Buses be permitted to use the DVP Bus By-Pass Lanes – Negotiations with the City and TTC are ongoing.
- Item: Letter to Metrolinx from Andy Byford - At the May 25 ACAT meeting, Andy Byford informed the Committee that a letter would be sent to Metrolinx with respect to harmonizing accessibility standards between TTC and Metrolinx. A letter has been sent and no response has been received yet.
- Item: Letter to the Property Management of the elevator at Queens Quay Station from Andy Byford for a permanent solution to address the reliability of the elevator. A letter has been sent and no response has been received yet.

7. Deputation – Doris Power

Doris Power raised the following items in her deputation:

- Wheel-Trans to allow customers to request “Do Not Leave Unattended” (DNLU) only to outbound trips and erase that designation on homebound trips, when requested.
- Demand that Parking Enforcement Officers and the Police cease giving tickets to Wheel-Trans contracted taxi drivers who are simply performing their duty.
- Use technology to allow Wheel-Trans to know when many customers have booked for an event and will be leaving the venue to return to homes in the same general area, to be more cost-efficient in arranging trips together.
- Repair the Wheel-Trans stop at City Hall Hageman entrance.
- Repair the Wheel-Trans call-box in the City Hall Wheel-Trans waiting room.
- Update the Wheel-Trans No Show board in the Toronto City Hall Wheel-Trans waiting room.

Debbie Gillespie thanked Doris Power for her deputation. ACAT members referred the items raised in the deputation to Wheel-Trans staff to follow up and provide a response.

8. Wheel-Trans 10-Year Strategy Update

Yuval Grinspun, Project Manager, Wheel-Trans Transformation Project, gave an update on the Wheel-Trans 10-Year Strategy.

Family of Services

Phase 1 is still ongoing with over 350 customer volunteers and over 1,000 trips registered with the pilot. Feedback is being received via an online survey tool. Regular meetings are being held with Operators to discuss how to coordinate trips between Wheel-Trans and conventional buses.

Phase 2 of the pilot project is scheduled to begin in August, but no specific date has been set yet.

Pro Master Buses

The prototype vehicle is scheduled to be delivered in August. ACAT members are going to be invited to view the vehicle.

Mobility Transfer Hubs

A design review update is set to be presented to the DRS at the next meeting. Installation at the Meadowvale Loop is scheduled for September 2017. Other locations where the hubs are to be installed are being considered.

Community Bus

The expansion of the 400 and 404 Community Bus routes is on track to begin in September. The buses will be painted and updated to make them distinct from Wheel-Trans vehicles.

Comments and Questions from the Committee Members

How are Wheel-Trans customers being recruited to volunteer for the FOS Pilot? Yuval Grinspun stated that some customers were approached via a third party to seek their participation while other customers indicated their interests.

It is important to communicate to Wheel-Trans customers that the Family of Services project is not mandatory but is encouraged to be used.

Customers should be encouraged to provide feedback on other issues involved in the Family of Services but not captured as part of the online survey questionnaire.

The questions in the survey should be presented to the WTOS for review. Feedback from WTOS will provide insight on making improvements to the survey.

9. Review of Wheel-Trans Late Cancellation / No Show Policy

Aislin O'Hara, Project Lead – Wheel-Trans Customer Service, reported that the purpose of reviewing the current policy is to make it more customer-friendly. The changes in the policy could yield a 72% reduction in the number of customers who are in violation each month.

The policy changes include:

- The cut-off for cancelling trips changed from 11:30 p.m. the night before to 4 hours before the customers scheduled pick-up time.
- Instead of treating each cancellation as a penalty, Wheel-Trans wants to offer “life happens points”.
- Late cancellation and No Shows will deduct 2 points.
- Instead of having Late Cancellations, No Shows and Cancel at the Door, all together, they will be separated. Late Cancellation and Cancel at the Door will each count as one point and No Show will count as two-point deduction.
- Each month, customers will be given 8 life happens points, which are not accumulated. The Late Cancellation, Cancel at the Door and No Show points are deducted from this 8. For the next month, the 8 points are given. Policy details will be posted on the TTC website and in the Wheel-Trans Access newsletter.

Questions and Comments from Committee Members

Is there a common factor in the customers who have a high incidence of LC/NS, such as health issues? Aislin O'Hara answered in the affirmative, based on research. Discussions are being held to see how this can be worked out.

Are customers with no show due to medical emergencies still allowed to call for forgiveness? Aislin O'Hara answered in the affirmative; however, customers who have not used their life happens points that month will be encouraged not to call in but to simply use their points

10. Subcommittee Reports and Updates

Design Review Subcommittee (DRS) – Craig Nicol, Chair

A DRS meeting was held on July 5, 2017. The items discussed were:

Keele Station Easier Access

Steve Stewart, TTC Construction Department, presented a revised design for the westbound platform elevator. The new design provides an optimized access route with clearer sightlines for safety and security as well as direct access to and from the bus platform. The revised design will create less disruption during construction and can be completed faster.

Subcommittee Recommendations/Comments

It was recommended that a sliding door with motion sensor be used at the bus platform access to the westbound elevator.

DRS questioned if tactile attention indicators at stairs will be included. The response was that as a rule, these would be provided only where elevator construction impacts stairs. Addition of attention indicators at stairs throughout the system would need to be budgeted separately.

Caledonia Station Bus Loop

DRS reviewed the latest design for the TTC bus loop at the Eglinton Crosstown LRT Caledonia Station. This is an unpaid outdoor bus loop on the north side of the Eglinton Avenue West. The loop which can be accessed from the sidewalk on Eglinton Avenue West, has direct access to the station waiting area and has overhead protection with a partial back wall. The station waiting area has power sliding doors, benches and a DWA. The bus driveways will have zebra markings and curb ramps for crossings and the west driveway crossing Eglinton Avenue West will have accessible pedestrian crossing signals.

Subcommittee Recommendations/Comments

Where is the Wheel-Trans loading bay and will the curb ramp impact pedestrian flow on the bus platform? The bay is opposite the station entrance and the curb ramp has wide flares.

Where does the public para-transit drop off? Staff noted that, in earlier designs, it was just west of the west driveway but is no longer shown. Staff will bring this omission to the attention of the Eglinton Crosstown LRT team.

Passenger Assistance Intercom (PAI) Upgrade

Staff advised that the entire TTC PAI system will be replaced with a design that is more compatible with the way the stations will be run in the future, with roaming customer Service Agents. The new system will allow contact with agents, Transit Control, and station hubs. With the Collectors moving out of the booth, PAIs will be installed at fare lines and the new features will include a video screen.

Subcommittee Recommendations and Comments

DRS suggested that the Help and Information buttons should have different colors, texture, and shape to be clearly distinguished. It was suggested that the buttons be in a line positioned vertically, with the Help button at the bottom to guard against accidental activation. This would be in a similar fashion as the elevator control panels.

It was recommended that when a button is pressed, both visual and audible confirmation messages should be provided.

A concern was expressed that the TTC and the Eglinton Crosstown LRT should collaborate to ensure that the PAIs in the subway and Crosstown are of similar, if not the same, design to ensure consistency for customer service and interaction.

Other Business

Steve Stewart, Project Manager – Construction, provided elevator installation status updates. Woodbine Station will open late summer. Coxwell Station and St. Clair Station elevators, from street to concourse, will open by the end of the year.

City café guidelines are being updated and may impact the provision of accessible transit stops by restricting available sidewalk widths. It was recommended that TTC become involved to protect accessible transit.

The King Street pilot project continues to be of concern about safety and access to streetcars. DRS has requested further consultation with City on this matter.

Site Visit to TTC's Hillcrest Yard

On July 18, 2017, DRS had a site visit at the TTC's Hillcrest Yard to review the new Nova bus designs. DRS reviewed a new three-point mobility device securement product that increases space in the mobility device parking area. Further, a flip down/up seat design and seat mounting on the driver's side providing additional flexibility and aisle space was reviewed.

The next DRS meeting is scheduled for August 2, 2017.

Communication Subcommittee (CS) – Margaret Hageman, Chair

No CS meeting was held since the previous ACAT monthly meeting. The next scheduled CS meeting will be on August 10, 2017.

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

A WTOS meeting was held on July 13, 2017.

Lynn McCormick noted that meeting focused on the discussion surrounding the Late Cancellation / No Show Policy as presented by Aislin O'Hara to the ACAT meeting.

The next WTOS meeting will be held on August 3, 2017 at 580 Commissioners Street.

Service Planning Subcommittee (SPS) – Valdo Tammark, Chair

A SPS meeting was held on July 5, 2017. Valdo Tammark, Chair, provided the following report:

Changes to the Community Bus Pilot Project

Staff have carried out additional public consultation as well as operational and stop-level reviews and will now be recommending minor changes to the TTC Board.

The change to route 400 Lawrence Manor would allow two additional seniors' residences to be served. On the 404 East York route, service would be provided to one additional community centre. In both cases, the routes would be optimized to reduce unsignalized left turns and ensure suitable stopping locations.

Toronto Seniors' Strategy Version 2.0.

The Toronto Seniors Strategy is the City's strategy with respect to actions to improve City services for seniors. Version 1.0 was developed in 2013. The strategy includes action items for all City divisions, plus arm's length agencies, such as the TTC and Toronto Police. Every City agency input several different action items into the strategy. Tracking is taking place to see whether these items have been completed or when they will be completed. Version 2.0 is now under development. TTC staff consulted with ACAT members to determine which action items should go ahead as part of Version 2.0.

The 2017 Public Forum on Accessible Transit, co-hosted by ACAT, will be held on September 19, 2017 from 6:00 p.m. until 9:00 p.m. at the Allstream Centre, Exhibition Place.

11. ACAT Subcommittee Meeting Highlights for the Next TTC Board Meeting

DRS:

- Eglinton Crosstown Caledonia Station bus platform review.
- Keele Station Elevator design review
- Passenger Assistance Intercom (PAI) initial view of interface panel
- Nova bus securement and seating design review.

SPS:

- Toronto Seniors' Strategy Version 2.0
- 400 Lawrence Manor and 404 East York Community Bus Pilot

WTOS:

- Late Cancellation / No Show Policy

12. Report on TTC Board Meeting and Accessibility Matters

Angela Marley reported that the TTC Board met on July 12, 2017.

ACAT Chair Debbie Gillespie provided the ACAT highlights of the May 2017 ACAT meeting and the Board received the minutes.

CEO Andy Byford reported that 40 low-floor streetcars are in operation. Although, Bombardier is on schedule to deliver 70 by year-end, Mr. Byford reported they have acknowledged challenges keeping to the schedule. Given the delayed delivery of the 2014 streetcars and potential addition of 60, although unfunded, the Board passed a motion to explore interest and ability of companies to bid on supplying Light Rail vehicles.

The Board approved the 400 Lawrence and the 404 East York Community Bus Route extensions as well as the amendments to the Wheel-Trans Sedan Meter-Based and Accessible Taxi services contracts. ACAT members were encouraged to read the Board reports.

TTC Vice Chair Alan Heisey encouraged the Board members to attend the 2017 Public Forum on Accessible Transit Service, to be held at the CNE Allstream Centre on September 19, 2017. He emphasized that in two hours, it is a very good way to learn a lot about accessible transit issues.

The next TTC Board meeting is on September 5, 2017.

13. Report on Customer Liaison Panel (CLP) – Tom Richardson, ACAT Representative

Tom Richardson reported that an Orientation Meeting for the new CLP members was held on July 19, 2017. There were 8 new Panel members in attendance including Tom Richardson as the new ACAT representative on the panel.

The TTC was represented by Safiya Bulbulia, Customer Experience Analyst; Michael Hazlett, Transit Control Manager; and Arthur Borkwood, Head of Customer Development.

Michael Hazlett presented an in-depth behind the scenes look at how TTC's Transit Control works on a day to day basis. His presentation entitled, "A Tour of Transit Control" invoked many questions which Michael readily answered.

Arthur Borkwood also gave a presentation about the background of the CLP/TTC and how important the relationship is between the CLP and the TTC.

The next CLP meeting is scheduled for August 16 2017.

14. CEO Update

Andy Byford, CEO, noted that the changes to the Late Cancellation / No Show policies are consistent with the TTC's goal of ensuring that customers are treated properly.

The Queens Quay elevator has been repaired and has become more reliable. TTC would like to take over the management of maintaining the elevator.

Andy Byford informed ACAT that he met with Bill Henry, Project Manager in Metrolinx, with respect to having a review of all the stations in the Eglinton Crosstown project. A DRS member is to be invited to the August 8, 2017 review of the new Scarborough Station Extension Project.

Questions and Comments from Committee Members

It is important that the operation of the Eglinton Crosstown Stations be compatible with the direction that the TTC is taking, with the removal of Collectors in the booth. Andy Byford noted that he will be in touch with the TTC interface team on the Project.

The sidewalk and bicycle lanes designs in the King Street Pilot Project are concerning particularly as they impact accessibility features. Andy Byford noted that he will follow up on this.

15. Review of Correspondence – Nil.

16. Other / New Business

Craig Nicol raised concerns with respect to people sitting on stairs in subway stations and the impact on accessibility for some customers. This item was referred to staff.

17. Next Meeting

The next meeting of ACAT will be held on Thursday, August 31, 2017, from 1:00 p.m. to 3:30 p.m. at 1900 Yonge Street, 7th Floor Boardroom.

18. Adjournment

The meeting was adjourned at 3:05 p.m.

Temi Omope
Recording Secretary

TORONTO TRANSIT COMMISSION

COMMITTEE MINUTES

Minutes of Meeting: Advisory Committee on Accessible Transit
Meeting No. 320

Meeting Date: Thursday, August 31, 2017

Location: 1900 Yonge Street
7th Floor Boardroom

Present: Debbie Gillespie, Chair
Angela Marley, Co-Vice Chair
Raymond Dell'Aera, Co-Vice Chair
Louise Bark
Mary Burton
Jaspreet Dhaliwal
Margaret Hageman
Joan Jordan
Lynn McCormick
Desrienne McIlwrick
Craig Nicol
Thomas Richardson
Lauri Sue Robertson
Valdo Tammark
Howard Wax

Pool Members: Anita Dressler
Jessica Geboers
Igor Samardzic

TTC Representatives: Josh Colle, TTC Chair
Matt Hagg, Senior Planner, System Accessibility
Lodon Hassan, Assistant Manager - Customer Service, Wheel-Trans
Donna Harris, Communication Specialist, Wheel-Trans
Lynn Middleton, Manager, Wheel-Trans
Twain Sparks, Senior Instructor, Training
Charlene Sharpe, Business Analyst, Wheel-Trans

Copies: Andy Byford, Chief Executive Officer
Richard Leary, Deputy CEO / Chief Service Officer
Kirsten Watson, Acting Chief Customer Officer
Susan Reed Tanaka, Chief Capital Officer
Tara Bal, Acting Chief Financial Officer
Brad Ross, Executive Director – Corporate Communications
Mike Palmer, Chief Operating Officer
Eve Wiggins, Head of Wheel-Trans
Jacqueline Darwood, 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 July 27, 2017 Minutes
6. Business Arising Out of Minutes / Outstanding Items
7. Introduction of Twain Sparks – Senior Instructor, Training Department
8. Deputation – Nil
9. Wheel-Trans 10-Year Strategy Update
10. Subcommittee Reports and Updates
11. ACAT Subcommittee Meeting Highlights for the next TTC Board Meeting
12. Report on TTC Board Meeting and Accessibility Matters
13. Report on Customer Liaison Panel
14. CEO Update
15. Review of Correspondence
16. Other / New Business
17. Next Meeting – September 28, 2017
18. Adjournment

1. Call to Order / Attendance

Debbie Gillespie, ACAT Chair, called the meeting to order and attendance was taken.

2. Declaration of Conflict of Interest

Nil.

3. Approval of Agenda

On a motion by Howard Wax, seconded by Louise Bark, the agenda was approved.

4. Remarks from ACAT Chair, Debbie Gillespie

Debbie Gillespie encouraged ACAT members to attend the TTC Public Forum on Accessible Transit on September 19, 2017. It is a showcase for ACAT initiatives and ACAT collaboration with TTC Staff. The Forum takes place at the Beanfield Centre (formerly the Allstream Centre) at 105 Princes' Boulevard.

Debbie Gillespie advised the Committee that she has worked with staff to incorporate ACAT initiatives into the presentation at the Forum, e.g., the harmonization of accessibility features between the Eglinton Crosstown LRT, with existing TTC station designs.

Debbie Gillespie stated that the maps now found on the Station Description Pages on the TTC website, including image descriptions, are very helpful in assisting customers with vision impairments to move around the City seamlessly.

5. Review and Approval of July 27, 2017 Minutes

On a motion by Tom Richardson, seconded by Craig Nicol, the minutes were approved with the following amendment:

- Page 3, under ACAT Chair's Remark, 2nd paragraph should be amended to read "Attendance at the TTC Public Forum indicates ACAT's commitment and support for TTC staff".
- Page 6, under Late Cancellation/No-Show Policy, 3rd bullet should read "Late cancellation and No Shows will deduct 2 points".

6. Business Arising Out of Minutes / Outstanding Items.

- Item: Gaps between Subway Trains and Platforms – the TTC executives have requested a more detailed analysis on this project. This is now expected to be presented to the Board in October 2017.
- Item: Letter to the Property Management of the Elevators at Queens Quay Station from Andy Byford for a permanent solution to address the reliability of the elevator – Completed.

7. Introduction of Twain Sparks – Senior Instructor, Training Department

Debbie Gillespie introduced Twain Sparks, Senior Instructor, Bus Transportation, Training & Development Department. Twain Sparks will act as Staff liaison to ACAT on discussions surrounding Operator training.

8. Deputation

Nil.

9. Wheel-Trans 10-Year Strategy Update

Charlene Sharpe, Business Analyst, Wheel-Trans, gave an update on the Wheel-Trans 10-Year Strategy. Phase 1 of the Family of Services pilot is completed and Phase 2 of the pilot has begun, with customers being picked up and dropped off from Subway stations. More volunteers are needed for the Phase 3 of the pilot.

Pro Master Buses

The Prototype vehicle will be viewed at the Wheel-Trans Operations Subcommittee (WTOS) meeting on September 7, 2017 at 11:00 a.m. Staff will send an invitation by email to ACAT members.

Mobility Transfer Hubs

Installation of the first Mobility Transfer Hub at the Meadowvale Loop is on course for November, 2017. Other locations for transfer hubs are under consideration.

Community Bus

The Community Bus pilot project is scheduled to begin on September 5, 2017 on the 400 Lawrence Manor and 404 East York routes. Communication packages have been sent to City Councillors. Extensive communication plans have been implemented, which include:

- Community Bus cards that can be used by customers to flag down the bus at any point between stops along the routes. The cards also have alternative routes printed at the back.
- Community Bus schedules for both the 400 (Lawrence Manor) and 404(East York) routes.

Four of the Community buses have been repainted to clearly distinguish them from Wheel-Trans vehicles.

Late Cancellation/No-Show Policy

ACAT members had provided feedback to staff on the changes on the Late Cancellation / No-Show Policy. The changes will be effective September 7, 2017. Training of staff continues.

Comments and Questions from the Committee Members

Will there be an opportunity to review and provide additional comments on the Pro Master buses before the remaining buses are delivered? Staff will inquire and provide feedback on this.

Given that persons with vision impairment are unable to wave down the Community buses, will the buses always stop at bus stops on route? Charlene Sharpe noted that operators of the Community Buses are trained to stop at all stops where customers are waiting, open the doors and announce to customers who are present at the stop. Going forward, automated external announcements for Community Buses are being considered.

10. Subcommittee Reports and Updates

Design Review Subcommittee (DRS) – Craig Nicol, Chair

A DRS meeting was held on August 2, 2017. The items discussed were:

Wheel-Trans Mobility Transfer Hubs

The first hub at the Meadowvale Loop will be completed in November 2017. Staff noted that there are three sizes of the hub under consideration and DRS provided input on the furnishing arrangement for each of the designs.

Eleven locations are under consideration for future hub installation. Wheel-Trans is working with the Strategy and Service Planning and Bus Transportation departments to finalize these locations.

Subcommittee Recommendations/Comments

It was recommended that seating/waiting areas be such that a clear path for passenger circulation is maintained.

It was suggested that power doors remain open in summer months to control heat build-up.

As power swinging doors are being used, it was recommended that there be a beeping sound when the door is in motion to reduce hazard for persons with vision impairment.

Keele Station Bus Loop

Matt Hagg presented the latest design for the TTC bus loop at the Eglinton Crosstown LRT Keele Station. The loop will have a bus platform adjacent to the station and a second platform, accessed by the public sidewalk, on the opposite side of the bus driveway.

Wheel-Trans and the northbound Keele buses will use the main platform adjacent to the building with the Trethewey bus serving the separated secondary platform and the southbound Keele bus being served by an on-street stop.

Bus platforms have overhead protection, seating and mobility device parking areas. Designated Waiting Areas are available at the south bus platform.

Subcommittee Recommendations/Comments

DRS expressed dissatisfaction with the design over the requirement that passengers must cross the bus driveway to access the second bus platform, considering this a safety and inclement weather accessibility issue.

To improve safety and accessibility for customers, it was recommended that the sidewalks at the bus entrance and exit driveways on Trethewey Drive and Yore Road should be continuous. The bus driveway should be treated as a driveway crossing the sidewalk and not as a roadway. This treatment is like the designs of TTC stations such as Davisville, Broadview, or Coxwell.

PRESTO Update

All surface vehicles including Wheel-Trans buses and accessible taxis are PRESTO-enabled. All subway stations are also PRESTO-equipped with twenty-six subway stations scheduled to receive new fare gates this year.

DRS was consulted about the installation of contrasting granite flooring under and around fare gates at the remaining twenty-six stations.

For some downtown stations, weekend and overnight closures will be required to complete the fare gate installation.

Private PRESTO cards are being designed for staff, contractors, ACAT, etc. The cards are TTC-branded and will have the carrier's photo and a raised tactile T.

The next DRS meeting is scheduled for September 6, 2017.

Questions and Comments from Committee Members

How does the TTC account for loss of revenue from accessible sedan vehicles that do not have PRESTO fare payment devices? Staff will consider this and provide feedback at the next ACAT meeting.

Customers should be educated that funds loaded on the PRESTO online can only be available 24 hours after payment. A member also noted that it is the responsibility of customers to ensure that their fares are paid even if PRESTO devices are not functional on the vehicle.

Communication Subcommittee (CS) – Margaret Hageman, Chair

A CS meeting was held on August 12, 2017

TTC Public Forum on Accessible Transit

Matt Hagg advised on the communication plan that will be used for the upcoming TTC Public Forum on Accessible Transit.

- A separate sub-page on the TTC website will be created. This will contain the agenda of the event and the link to join the live stream
- Advertisements will be placed in the 24 Hours newspaper and mentioned on the TTC page in the 24 Hours newspaper on the Friday before the event
- News releases are sent to the media
- Information about the event is placed around the subway
- Advertisements will be placed in the next issue of Access newsletter.

Family of Services Pilot Update

Donna Harris noted that the key activities involved in the communication plan for the Family of Services Pilot include the following:

- Posters will be placed in Wheel-Trans Buses by August 18, 2017
- Take-One Poster will be placed on buses and Accessible Taxis.
- Pilot Participant Communications
- On-boarding Communications
- Access Newsletter

Community Bus Update

Matt Hagg noted that the Community Bus Pilot starts on September 5, 2017 with routes 400 (Lawrence Manor) and 404 (East York). The buses will run on a 60 minutes' interval. The buses have been repainted to clearly distinguish them from Wheel-Trans vehicles. New decals will be placed on the sides of the bus. The stop poles will have the corresponding grey logos for Community Buses.

Late Cancellation/No-Show Policy Update

Donna Harris noted that the communication key activities on the policy change include:

- Staff Communication – Emails, Frequently Asked Questions, Handbooks
- Customer Communication – Website, Access Newsletter, IVR & Phone
- Partner Communication – Agency and Organization Email, ACAT emails.

Passenger Information Display

Ciaran Ryan, TTC Customer Development, presented to CS the upcoming upgrades to the Passenger Information Display. The Passenger Information Display at subway stations that show the "Next Train Schedule" will be upgraded. The screens would be much bigger and the contrast will be 4 times higher.

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

A WTOS meeting was held on August 3, 2017.

Nagini Pappu, Manager - Application Portfolios, and David Lo Presti presented the Mobile Remote Trip Booking Demo with its new customer-friendly upgrades. The upgrades include the announcement, and notice can now be hidden or shown, if screen size is limited. A seasonal condition reminder will be displayed to remind the customer to use conventional TTC when that condition is present. The application will be tested on Android and iOS mobile devices and the software that is most used by customers.

WTOS discussed the suitable time for members to review the Pro Master buses. The review will include a simulation of curbside angles of picking up and dropping off customers. Additional changes will be forwarded to the manufacturers before the remaining 19 buses are delivered by the end of September 2017.

Dean Milton reported that Phase 2 of the Family of Services pilot is scheduled to begin on August 8, 2017. The Late Cancellation/No-Show Policy is set to be effective on September 7, 2017. The installation of the Mobility Transfer Hub at the Meadowvale loop is still on track for November 2017.

Charlene Sharpe provided diagrams of the new livery on the Community Buses. She reported that additional stops are being implemented on the Lawrence Manor and East York routes starting September 5, 2017. Extensive communication plan about the changes are in effect.

Lodon Hassan provided an update on the new eligibility applications received as of July 31, 2017.

The next WTOS meeting will be held on September 7, 2017 at 580 Commissioners Street.

Service Planning Subcommittee (SPS) – Valdo Tammark, Chair

A SPS meeting was held on August 2, 2017.

Ryan Duggan, Manager - Fire Safety and Emergency Planning, provided details of the upcoming Emergency Evacuation Exercise which will take place at the new TYSSE stations. Two exercises are planned for the Fall -- the first on October 25, 2017 at the York University Station and the second on November 1, 2017 at the Highway 407 Station. The exercises will take place during business hours, with over 2,000 volunteers anticipated.

The October 25, 2017 exercise will begin at 8:00 a.m. The November 1, 2017 exercise will be a much smaller event and will not be open to the public. The second exercise focuses on emergency services in York Region. A new Subway Emergency Evacuation Vehicle (SERV) cart has been ordered in preparation for the exercises. The device helps with the safe evacuation of persons using mobility devices through the tunnel.

A formal invitation will be sent to ACAT members to participate in the exercises.

Josh Greenhut, a consultant, is working with the TTC to develop the next five-year TTC Corporate Plan. Josh invited ACAT members to openly discuss accessibility initiatives and suggestions that TTC should consider in the development of the next plan. ACAT members provided several accessibility-related suggestions and these will be considered further.

Questions and Comments from Committee Members

ACAT members are welcomed to volunteer in the exercises but volunteers with disabilities will not be part of the evacuation process from the train to subway platforms. ACAT members are also invited to observe the exercises from the platform and provide feedback after completion.

11. ACAT Subcommittee Meeting Highlights for the Next TTC Board Meeting

DRS:

- Wheel-Trans Mobility Hub Interior layout review
- ACAT concerns with ECLRT Keelesdale Bus Loop design
- Remaining PRESTO fare gate installation

CS:

- Communication Plans reviewed for Public Forum on Accessible Transit Service, Community Bus pilot, Family of Services update and Late Cancellation/No Show policy change
- Passenger Information Displays presentation

SPS:

- TYSSE Evacuation Exercise
- Consultation re: Accessibility in next TTC Corporate Plan

WTOS:

- Family of Services update
- Remote Trip Booking demonstration using Mobile device

12. Report on TTC Board Meeting and Accessibility Matters

Nil.

13. Report on Customer Liaison Panel (CLP) – Tom Richardson, ACAT Representative

A CLP meeting was held on August 16, 2017.

A presentation on the Passenger Information Displays on screens to be installed on subway platforms was offered by Scott Sams, Ciaran Ryan, and Henry Tran. The panel was shown a screen example of the Line and predicted arrival time of the next train. The predicted arrival time was displayed as a countdown clock with a maximum running time of three minutes. The Panel indicated agreement with that time.

A brief presentation on the Customer Satisfaction Survey was given by Viktoriya Artemyeva. This survey consists of a ten-minute telephone survey of both frequent and occasional users.

14. CEO Update

Nil.

15. Review of Correspondence

Nil.

16. Other / New Business

Lauri Sue Robertson raised concerns about the organization of shuttle buses when there is an emergency closure at subway stations and the train turnback station is not accessible. This item was referred to the Strategy and Service Planning Department.

Howard Wax asked what the TTC plans to manage the influx of people in the City visiting for the Invictus Games. Lynn Middleton noted that there is an upcoming meeting scheduled for September 1, 2017 to finalize the operational details with respect to this.

Jaspreet Dhaliwal suggested that service advisories on the TTC website should not only indicate that there is a service disruption but also provide the accessible alternatives that customers can use for their trips. This was referred to Strategy and Service Planning Department.

Craig Nicol noted that representatives from the City will be at the next DRS meeting scheduled for September 6, 2017 to discuss further the King Street Pilot. ACAT members who are interested in attending the meeting were encouraged to contact Craig Nicol.

17. Next Meeting

The next meeting of ACAT will be held on Thursday, September 28, 2017, from 1:00 p.m. to 3:30 p.m. at 1900 Yonge Street, 7th Floor Boardroom.

18. Adjournment

The meeting was adjourned at 3:10 p.m.

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Recording Secretary