



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

December 17, 2018

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 General Monthly meetings of June 28, July 26, August 30, September 27, and October 25, 2018 to the January 10, 2019 Board Meeting for information (attached).

Thank you.

Sincerely,

Raymond Dell'Aera
2018 ACAT Chair

Attachments

TORONTO TRANSIT COMMISSION

COMMITTEE MINUTES

Minutes of Meeting: Advisory Committee on Accessible Transit
Meeting No. 331

Meeting Date: Thursday, June 28, 2018

Location: 1900 Yonge Street
7th Floor Boardroom

Present: Raymond Dell'Aera, Chair
Mazin Aribi, Co-Vice Chair
Angela Rebeiro, Co-Vice Chair
Louise Bark
Mary Burton
Anita Dressler
Debbie Gillespie
Angela Marley
Lynn McCormick
Marian McDonell
Bobbi Moore
Thomas Richardson
Lauri Sue Robertson

Pool Members: Scott McArthur
Igor Samardzic

Regrets: Jessica Geboers
Craig Nicol

TTC Representatives: Matt Hagg, Senior Planner – System Accessibility
Glen Buchberger, Head of Plant Maintenance
John Boucher, Manager - Lakeshore Garage
Lodon Hassan, Assistant Manager-Customer Service
Heather Brown, Manager of Customer Communications
Marcie Somers, Senior Communications Specialist
Kathleen Barrett, Wheel-Trans Transformation Program
Dennis Ediae, Divisional Assistant Manager, Bus Transportation
Mitch Underhay, Senior Community Liaison Officer
Lloyd Livingstone, Diversity & Human Rights
Rupa Aggarwal, Diversity & Human Rights

Copies: Rick Leary, Acting Chief Executive Officer
Kirsten Watson, Acting Deputy CEO/Chief Customer Officer
Collie Greenwood, Acting Chief Service Officer
Susan Reed Tanaka, Chief Capital Officer
Dan Wright, Chief Financial Officer
Brad Ross, Executive Director – Corporate Communications
James Ross, Acting Chief Operating Officer
Eve Wiggins, Head of Wheel-Trans
Jacqueline Darwood, Head of Strategy & Service Planning
Deborah Brown, Acting 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 May 31, 2018 Minutes
6. Business Arising Out of Minutes/Outstanding Items
7. Deputation: Lisi Colby
8. Platform Gap Update
9. Wheel-Trans 10-Year Strategy Update
10. PRESTO Update
11. Subcommittee Reports and Updates
 - Communications
 - Design Review
 - Wheel-Trans Operations
12. ACAT Subcommittee Meeting Highlights for the Next TTC Board Meeting
13. Report on Customer Liaison Panel
14. Report on TTC Board Meeting and Accessibility Matters
15. Report on ACAT Executive Quarterly Meeting with CEO and Chair
16. CEO Update
17. Review of Correspondence
18. Other / New Business
19. Next Meeting – July 26, 2018
20. Adjournment

1. Call to Order / Attendance

Raymond Dell'Aera, ACAT Chair, called the meeting to order at 1:13 p.m., and attendance was taken.

2. Declaration of Conflict of Interest

Nil.

3. Approval of Agenda

On a motion by Lauri Sue Robertson, and seconded by Bobbi Moore, the agenda was approved with an addition of Item #8 - Platform Gap Update.

4. Remarks from ACAT Chair, Raymond Dell'Aera

Raymond Dell'Aera thanked the members who voluntarily staffed the ACAT booth at the People in Motion Show event which was held at a new venue, Variety Village. Feedback will be reviewed at an upcoming SPS meeting.

ACAT was invited to observe the training of Beck taxi operators who are contracted by Wheel Trans to give rides to its customers. Anita Dressler agreed to be the ACAT representative observing two training sessions, and she will give a report of her observations at the next Wheel-Trans Operations Subcommittee meeting.

ACAT has been invited to attend the East York Canada Day Parade, scheduled to meet at Dieppe Park at 9:00 a.m. on July 1, 2018.

An event to celebrate the completion of the St. Clair West Station Easier Access Project will be held on July 19, 2018 at 3:00 p.m.

5. Review and Approval of May 31, 2018 Minutes

On a motion by Louise Bark and seconded by Anita Dressler, the minutes of the May 31, 2018 meeting were approved with the following amendments:

- Item #3, page 3, Approval of Agenda, 1st sentence, change the word minutes to agenda.
- Item #4, page 3, 1st paragraph, 2nd sentence to read, "Several improvements will be made during the renovations including:"
- Item #4, page 3, 2nd paragraph, to read, "In response to questions, Brad Ross will check to ensure that the AV system includes audio induction loops, and since concerns were raised about the meeting table being rectangular, there will be screens in the room."
- Item 9, page 5, Access Hubs, delete "Phase 1," "Phase 2," and "Phase 4". Reference to the phases is to be deleted as the timelines for hub constructions are variable, depending on the Engineering group's availability.
- Item #10, page 7, DRS Subcommittee Questions and Comments, 4th bullet, to read "Wheel-Trans needs to develop a rationale as to where its stops are located for the benefit of customers."

- Item #16, page 8, Other/New Business, Partnership with City of Toronto, 1st sentence to read, “There was general agreement that ACAT could work more regularly with the City of Toronto Accessibility Advisory Committee (AAC).”
- Item #16, page 8, Other /New Business, Review of Article in Abilities Magazine on TTC Accessibility, 1st sentence to read, “ACAT members commented that the article was very unfavourable to the TTC and contained many errors.”

6. Business Arising Out of Minutes/Outstanding Items

- Debbie Gillespie met with Metrolinx to discuss the Triplinx planner, and reported that the majority of the issues have been solved. It was confirmed that updates to the planner are transferrable to the TTC website. TTC and Metrolinx staff were thanked for their assistance in working with CNIB to address the issues.
- The Toronto Accessibility Advisory Committee will be contacted for possible meetings or collaborations.
- Feedback from the People in Motion Show will be provided at the Service Planning Subcommittee meeting.

Outstanding items

- Item: Lack of Tactile Information on Poles for Shared Bus Stops: Ongoing.
- Item: Family of Services Trips are Difficult to Use during Periods of Overcrowding: An in-depth discussion was held at SPS regarding parallel service on lines 1 and 2. The conclusion is that such service is not feasible. Completed.
- Item: Access to Subway Stations and Wheel-Trans Stops at Entrances: Ongoing. Staff will address this at a Service Planning Subcommittee meeting at a later date.
 - Related to this item, it was advised that ACAT should stay conversant with the Vision Zero campaign, which aims to address road safety for pedestrians, cyclists, and people with disabilities. The project is a collaborative effort with agencies and city staff.
 - It was reported that CNIB has requested that incidents involving people with disabilities be included so that the City is aware of what accessibility improvements need to be made. At the present time, seniors are the focus, while statistics regarding people with disabilities have been relatively low.
 - As more Wheel-Trans customers are being encouraged to use conventional services, there will be more pick up and drop off at subway entrances. ACAT needs to keep in mind access for those with disabilities near subway stations.
- Item: Emergency Procedures for Customer Mobility Device Breakdowns on TTC – Completed.
 - An explanation was provided of the policy which is that, in case of an incident, Transit Control is to be contacted. The Fire Department may be sent out as they have the capacity to handle heavy mobility devices.

- It was emphasized that as the policy has already been created, further work needs to be done on communication to customers and training to Operators. It was also recommended that the policy be posted in the Wheel-Trans newsletter.
 - It was emphasized that FoS customers who are not familiar with conventional services need the assurance that any incidents will be handled in a swift and sensitive manner.
- New Item: Communicating Emergency Procedures for Customers who Encounter Problems. This item will encompass more than just mobility device breakdowns and should be extended to any emergency situations customers are likely to face while travelling. It was further stated that information on emergencies applies to staff, but is also necessary for customers. There needs to be consistent information shared by all.

7. Deputation: Lisi Colby

Deferred as per Lisi Colby's request.

8. Platform Gap Update

Glen Buchberger, Head of Plant Maintenance, provided an update on the work planned for fixing the vertical and horizontal gaps at five subway stations. The plan was first presented to the ACAT in March with sample prototypes shown to ACAT members. Delivery of the tiles is expected for August and another update to ACAT is planned for September.

Questions and Comments from Committee Members

In response to a query, the manufacturer is located in Canada. It is expected that the manufacturer will work from a mould which means that future deliveries are expected to keep to schedule. Extra tiles will be ordered for repair work.

In response to a query about trademarks, it was stated that lessons learned are shared with other transit agencies, as the TTC is not the only transit agency with platform gap issues.

Work is planned for both Lines 1 and 2. The initial stations for which work is planned are St. Clair and Eglinton (north and southbound platforms) and St. George (southbound platform).

Davisville had been discussed at the previous meeting, but has unique challenges as it is an exterior station. Any solution used at Davisville Station will require drainage, which is not yet developed.

9. Wheel-Trans 10-Year Strategy Update

Kathleen Barrett, Wheel-Trans Transformation Program, provided the 10-Year Strategy update.

Customer Experience

The soft launch of the Travel Training pilot occurred on May 3, 2018. Customers are being invited to information sessions to help them understand the use of conventional transit, with an overview to improving their experience. Travel training has also been conducted with two individuals – where the trainer will repeat a chosen route four times.

A training session was also held at Leslie Barns, with 14 participants with vision loss, exploring a new low-floor streetcar. The aim is to conduct such explorations with other vehicles in order to increase customers' comfort level.

Wheel-Trans Policies

ACAT members were thanked for their work in developing the new and revised policies. Twenty policies have been identified, one of which is the Code of Conduct, which outlines expectations of behaviour for both staff and customers. Further details will be shared by Communications staff and information can be found on the TTC website.

Stops

Staff are developing criteria for buses and routes on conventional bus lines, in order to determine safe and convenient locations for Wheel-Trans stops.

Access Hubs

Work is also being done by staff to determine how transfers between Wheel-Trans and conventional transit may occur at new hubs. Of importance are the location of stops, the types of vehicles, as well as frequency of trips.

Adjustments to sensors have been made at the Meadowvale Hub. Lynn McCormick has visited to provide feedback. The Humber College Hub is expected to be completed by the fall. Property negotiations for stops are being held for Ellesmere/Victoria Park, as well as Bingham Loop Hubs.

Technology

The telephone system update will be launched by July 6, 2018.

Customer Relationship Management (CRM) System

Wheel-Trans will be moving to the same tool used by the TTC, with the goals of automating the application and integrating information throughout the organization.

The new CRM system will provide significant improvements in the ways TTC manages Customer Service Communications. The new system will have a higher level of automation that will reduce the amount of effort required to route and resolve Customer Service Communications.

Questions and Comments from Committee Members

Feedback was provided that some customers had not been allowed to participate in training, as it had been perceived that only customers with cognitive disabilities were allowed to participate. It was stated that training is available to all customers, including those with cognitive disabilities, and no one who expresses an interest is being turned down.

There is a policy regarding securement of people with disabilities on conventional buses. Dennis Ediae, Bus Transportation, confirmed that Bus Operators ask customers if they want to be

secured. Securement is “all or nothing”, meaning if the customer wants their mobility device to be secured, they must use the four floor tie-downs as well as the lap and shoulder belt.

A comment was made that FoS customers should be informed that Wheel-Trans stops at Lawrence West subway station have been removed due to construction. Such information should be shared with customers when booking trips and on the FoS trips online system. Staff will check this item.

10. PRESTO Update

Deferred until the August meeting.

11. Subcommittee Reports and Updates

Communications Subcommittee (CS) - Marian McDonell

A CS meeting was held on June 21, 2018.

- New TTC Website

Deborah Brown stated that the proposed rollout date for the new TTC website is July 5, 2018.

The main page will have regular service updates. There is a page for each subway station which will list station features, links to surface and connecting routes, service hours, and accessibility features available at that station, with alternatives listed if elevator(s) are down. The exhaustive list of bus routes has been removed and replaced by a search component, and smaller lists of bus routes organized by the station(s) they access. Trips can be planned by using the “Trip Planner” tab or by referencing bus route schedules. The “Accessibility” page is now in a drop-down menu on the main page under the “More” tab. Wheel-Trans booking is fully integrated into the TTC site.

- Questions/Concerns from Subcommittee Members

A request was made to increase the letter size of the subtitles.

A request was made to move “Accessibility” or “Wheel-Trans” onto the main page rather than the drop-down menu under “More”.

The website will be made open for beta testing for ACAT to test and provide feedback.

- Subway Platform Safety Decals

Ian Dickson, Manager of Design and Wayfinding, provided information on this new initiative. The first pilot will be at York University station. Train operation from Sheppard West to Vaughan on Line 1 is automated so that trains stop and doors open at the same spot each time; therefore, markers to indicate where doors are can be exact. There will be yellow decals on the platform and customers will be encouraged to stand behind lines to let people out of the train first. The doors closest to the blue flip-up accessible seats will also be indicated by decals of the International Symbol of Access. Usability will be tracked to determine success of the initiative.

- TTC Customer Service Centre – Chat with Ron Sly, Customer Service Representative

Ron Sly explained how the TTC handles customer complaints and requests for information. The service is available in person at Davisville Station, through the TTC website, by email, TTY, and Twitter. Two Twitter accounts are used: @ttcnotices to report major delays, disruptions, and elevators out of order and @ttchelps to respond to customer questions and complaints, and support TTC communication and education campaigns.

Accessibility problems are automatically flagged for action with reports sent to the appropriate staff. TTC Customer Service is separate from Wheel-Trans Customer Service; however, integration of the two Customer Service departments may take place in the future. It is important to TTC Customer Service staff to identify common questions and to be able to answer all Family of Service (FoS) questions.

- Proposed Survey on Mode Selection

Dean Milton, Manager - Strategic Initiatives, presented the email survey which is meant to capture information about how Wheel-Trans customers use conventional transit, Wheel-Trans, other methods, or a mix. In particular, Wheel-Trans wants to find out who does not use Wheel-Trans for any part of their trip.

The survey asks participants to recall their travel patterns in the last seven days, if they used Wheel-Trans a lot, a little, or not at all. The survey will go to a randomly-chosen sample of Wheel-Trans customers over several weeks.

- Comments from Subcommittee Members

Seven days of transit use is too long for people with cognitive disabilities; 3 days would be better. Dean Milton noted this but said 7 days was better to see patterns.

The survey takes too long and is hard to follow. It should be as easy as the FoS surveys that currently go out.

To alleviate customer concerns, it needs to be emphasized that the survey is anonymous and it will not affect their Wheel-Trans eligibility. Dean will return to ACAT to present early findings and welcomes feedback in the meantime.

Questions and Comments from Committee Members

It was confirmed that ACAT members had hoped to obtain access to the pre-launch version of the TTC website, but due to the timeline of meetings, a beta version of the new website will be launched to run alongside the old site. ACAT members will be able to provide comments on the beta site. Heather Brown confirmed that access to the beta site is scheduled by July 5, 2018, with feedback expected for mid-August. Announcements about the site will be placed on the website and in social media.

Feedback was provided that the master list of bus routes be maintained on the website, in consideration of visitors to the city, and that people cannot be expected to remember the names of buses or the subway station they originate from.

ACAT expressed disappointment that they were not consulted early in the website development process, and that recommended changes were not put into place. The importance of being able to find accessibility information immediately on the website was emphasized. Members were urged to review the new website and provide feedback.

It was requested that during the beta website review, any accessibility-related feedback should be compiled separately so that it can be reviewed by ACAT.

Design Review Subcommittee (DRS) - Craig Nicol

No DRS meetings were held since the last ACAT meeting. However, Raymond Dell'Aera attended a supplemental meeting on June 7, 2018 which features the simulations of access hubs, to determine size configurations, and fit for mobility devices. Thanks were extended to the TTC for organizing the meeting.

The next DRS meeting will be held on July 4, 2018.

Wheel-Trans Operations Subcommittee (WTOS) - Lynn McCormick

The WTOS meeting was held on June 19, 2018. The following items were discussed:

- New Bus Update

Three buses have been mocked up with rear suspensions modifications. Lodon Hassan will coordinate dates and times for members to try out the buses and provide feedback.

- Wheel-Trans 10-Year Strategy

Challenges have been encountered in encouraging customers to use the system on a volunteer basis. An update was provided on work done post FoS pilot to promote the viability of the service. The main criteria for route selection were outlined. Suggested routes have weighting applied to determine which are most relevant for expansion, and a number of routes that fit the criteria were presented.

An overview of new signage that has been added to some subway stations and hubs was presented.

The launch of the new telephone system was pushed back due to quality issues. The new launch will occur in July. Communications will be sent out prior to the launch and the Interactive Voice Recognition (IVR) messages will also be upgraded. Customers can request call backs at first available moment, and will be given a specific length of time in which calls will be answered.

The next WTOS meeting will be held on July 18, 2018.

Questions and Comments from Committee Members

The new telephone system will give customers an estimated wait time and an estimated time to get a call back. Queue positions will no longer be used.

Regarding accessible stations, the suggestion was made that Wheel-Trans look into the impact of

providing access to other stations.

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

CS:

- New TTC Website
- Subway Platform Safety Decals
- Proposed Survey on Mode Selection

DRS:

- Accessibility Alliance video review re transit accessibility issues
- Vision Project update.
- Mobility Access Hub spatial requirements.

WTOS:

- Three ProMaster buses have been mocked up with rear suspensions modifications and members to provide feedback.
- New signage added to some subway stations

13. Report on Customer Liaison Panel, Craig Nicol

Mazin Aribi attended the meeting in place of Craig Nicol, on June 20, 2018.

Accessibility items discussed:

- Consider more on-board announcements in subway trains, even for momentary delays
Provide more communications on Automatic Train Control (ATC) upgrades
- Regarding Wi-Fi, a concern was expressed about big telecommunications and that customers may not have access to cellular networks
- Injuries at track level, consider platform edge doors, ATC required, cost of investment, cost of delays on the TTC when incidents occur
- TTC campaign and mental health
- Legacy fare options were discussed for customers in transition. Further updates will be provided by PRESTO.

14. Report on TTC Board Meeting and Accessibility Matters

A TTC Board Meeting was held on June 12, 2018.

The April 26, 2018 ACAT minutes were received by the Board.

The following items related to accessibility were discussed:

- Rebuild and Redesign of TTC.ca (Presentation): Staff presented the look of the new TTC website set to be launched next month. Brad Ross, Executive Director of Corporate and Customer Communications, stated that the site has been revamped in a way that is fully accessible, and that a third party is doing an accessibility audit. He also stated that the site had been shown to ACAT as well; although this is not supported by ACAT's experience, nor is it reflected in the report submitted to the Board.

- **PRESTO Update and Transition Overview:** Staff presented a report about upcoming plans to release new PRESTO fare products, and to eliminate legacy Metropasses by the end of 2018 and legacy tickets/tokens by the end of 2019. There were two accessibility-related deputations from the public made on this item. The first spoke about single use transferrable fares, also sometimes known as Limited Use Media (LUM) and the need to have them available for bulk purchase by groups at the current non-cash rate of \$3 per token/ticket or \$2.05 for seniors, and to not have this limited to charities.

The second deputant spoke about not having a system that presupposes its users having a credit card because he knows many people on lower incomes without one. Also, he requested that the TTC extend the retail network for PRESTO beyond Shoppers Drug Mart, as people with disabilities generally do not shop there or have convenient access to one. It was suggested that community centres be considered as distribution points as well as the idea of not having LUM expire.

- **Supply, Installation and Maintenance of Fare Gates for PRESTO:** A deputant spoke about the placement of some of the accessible fare gates, such as those at York University station, and how they force a long path of travel for people with disabilities. The deputant also recalled many experiences where the gates do not open fully, with no manual override, forcing her to take long detours.
- **Benefits of Side-Entry Accessible Taxicabs in Toronto:** The purpose of this report is to demonstrate the benefits of side-entry accessible taxicabs relative to rear-entry accessible taxicabs, due to a request by the Board at its meeting on July 12, 2017. The TTC has exclusively contracted to companies providing drivers with side-entry accessible taxicabs. Staff's recommendation is that side-entry accessible taxicabs are more appropriate for the Wheel-Trans operation in the City of Toronto for several reasons. A primary reason is that side-entry vehicles offer greater customer and driver safety levels as customers are boarded and disembarked onto a sidewalk rather than on a roadway in oncoming traffic.

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

The ACAT Executive Quarterly Meeting was held on June 14, 2018, attended by TTC Chair Josh Colle, TTC Vice-Chair Alan Heisey, Collie Greenwood, Chief Service Officer (on behalf of Richard Leary, Acting TTC CEO), Eve Wiggins, Head of Wheel-Trans, and the ACAT Executive.

PRESTO - Limited Use Media

This item circulated around the availability of single fare media once the TTC fully transitions to PRESTO for its fare system. The current distribution network for fare media is comprised of over 1200 locations that sell TTC fares - tokens, tickets and passes. Recent news that Shoppers Drug Mart will soon be the only retail source for buying single use fare media raises some concerns. Shopper's Drug Mart locations represent a small fraction of the current distribution network, leaving many gaps throughout the city, and would create access barriers for people who rely on this type of fare media, a group disproportionately made up of people with disabilities. Based on comments by members of the public, there is also a fear that there will be a charge over and above the current fare price for these "tickets" bought in bulk, threatening the current practice of organizations, community groups, and families purchasing tickets in bulk to distribute how they see fit.

New TTC Website

The ACAT Executive expressed disappointment about the TTC website redesign and the lack of ACAT involvement at key stages of the project. The site is to be launched in mid-July, and ACAT has not yet been given the opportunity to test the site for usability or content. This is concerning given that the RFP for web design was issued on April 3, 2017, with work beginning on the redesign in December 2017. Consultation was not sought close to the inception of the decision to undertake the project, representing a departure from a practice regularly demonstrated by other departments with much success. As a result, ACAT's feedback will be relegated mostly to content which, in the ACAT Executive's opinion, is a missed opportunity for both the TTC and the public to maximize the usability of the website for persons with disabilities and seniors. Therefore, it was emphasized that ACAT continues its interest in being an early stakeholder for major projects rather than being used simply to validate completed work.

Collie Greenwood agreed to take this to the Communications Department and further to check the rationale for the July launch date.

TTC Construction and Asthma

This item is in reference to an inquiry that came from TTC Chair Colle's office, who forwarded a complaint from a member of the public about asthma and respiratory issues caused by construction. ACAT forwarded the complaint, through staff, to various departments for comment, and provided an update to Chair Colle and the others about the outcome.

GTA Transit Accessibility Advisory Committees Joint Meeting

The ACAT Executive updated the group on this initiative to facilitate a discussion about mutual issues about both conventional and specialized transit. The meeting is currently on track to take place in August, with responses to ACAT's invitation being received by Peel, York, and Durham Region accessibility advisory committees thus far. There was interest around the table for this outreach, and Josh Colle requested that he be invited to such a meeting. Collie Greenwood agreed to provide staff support and work to find a suitable venue.

In reference to a query, Hamilton is not included as the meeting is geared towards advisory committees for transit systems that are adjacent to Toronto.

16. CEO Update

Nil.

17. Review of Correspondence

Reference was made to the copies of correspondence which had been responded to by the ACAT Chair.

- From Terri-Lynn Langdon re: 506 bus access complaint
- From Michael McNeely - Not able to hear announcements on the TTC that say "please listen to this announcement."
- From Office of the TTC Chair - Asthma and TTC Construction
- From Erich Lorenz - Subway Platform Gap Filler design

The recommendation was made that when a response is made by ACAT, a description of the Committee should be provided, and that it should be clearly stated that ACAT is not the TTC.

A question was raised regarding audio induction loops that work with hearing aids with T-switches. The device allows customers to more easily pick up audio announcements. Matt Hagg reported that this will be included in the new passenger assistance intercom (PAI) systems previously reviewed by DRS.

18. Other / New Business

It was reported that, at a Recertification Training, Operators made mention of not being able to put fares in the fare box for customers. In the example provided, an Operator refused to insert a fare for a customer with Parkinson's disease. It was clarified that the policy was changed several years ago and a notice sent out to all Operators. In addition, Wheel-Trans Operators do insert fares for customers. This item will be followed up on.

19. Next Meeting

The next meeting of ACAT will be held on Thursday, July 26, 2018, from 1:00 to 3:30 p.m., at 1900 Yonge Street, 7th Floor Boardroom.

20. Adjournment

On a motion by Marian McDonell, the meeting was adjourned at 3:37 p.m.

Temí Adewumi
Recording Secretary

TORONTO TRANSIT COMMISSION

COMMITTEE MINUTES

Minutes of Meeting: Advisory Committee on Accessible Transit
Meeting No. 332

Meeting Date: Thursday, July 26, 2018

Location: 1900 Yonge Street
7th Floor Boardroom

Present: Raymond Dell'Aera, Chair
Mazin Aribi, Co-Vice Chair
Angela Rebeiro, Co-Vice Chair
Louise Bark
Mary Burton
Anita Dressler
Debbie Gillespie
Jessica Geboers
Angela Marley
Lynn McCormick
Marian McDonell
Bobbi Moore
Craig Nicol
Lauri Sue Robertson

Pool Members: Scott McArthur
Igor Samardzic

Regrets: Thomas Richardson

TTC Representatives: Rick Leary, Chief Executive Officer
Eve Wiggins, Head of Wheel-Trans
Lynn Middleton, Manager, Wheel-Trans Transportation
Matt Hagg, Senior Planner – System Accessibility
Kathleen Barrett, Wheel-Trans Transformation Program
Mitch Underhay, Senior Community Liaison Officer
Charlene Sharpe, Business Analyst, Wheel-Trans
Lodon Hassan, Assistant Manager-Customer Service
Claudio Caschera, Bus Transportation Manager

Copies: Rick Leary, Chief Executive Officer
Kirsten Watson, Acting Deputy CEO/Chief Customer Officer
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TTC Board Members

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11. Report on Customer Liaison Panel
12. Report on TTC Board Meeting and Accessibility Matters
13. CEO Update
14. Review of Correspondence
15. Louise Bark's Observations of London, U.K. Transit
16. Other / New Business
17. Next Meeting – August 30, 2018
18. Adjournment

1. Call to Order / Attendance

Raymond Dell'Aera, ACAT Chair, called the meeting to order at 1:10 p.m., and attendance was taken.

2. Declaration of Conflict of Interest

Nil.

3. Approval of Agenda

On a motion by Mazin Aribi and seconded by Marian McDonell, the agenda was approved with the following amendments:

Under New Business, additional items are:

- First on, Last off campaign – signage and notification about the priority of mobility devices
- Manual Wheelchairs Sliding on Subway and Streetcars if not Secured
- Eglinton West LRT Stakeholder Advisory Group
- Ambient Music on the Subway System

4. Remarks from ACAT Chair, Raymond Dell'Aera

Congratulations were extended to Rick Leary on his appointment as the new TTC CEO. ACAT looks forward to working with him on accessibility issues.

- The opening celebration of the St. Clair West Easier Access Project was attended by the ACAT Chair, TTC Chair Josh Colle, Councillor Joe Mihevc, and Susan Reed Tanaka, Chief Capital Officer, along with several ACAT members. All of the accessibility features at the station are now complete, including the elevator to street level at the main entrance and new PRESTO-enabled fare gates.
- The first ever GTA Accessibility Advisory Committee Joint Meeting has been set for August 3, 2018 at City Hall. Members of various advisory committees in the GTA and staff are expected to attend. The agenda has also been finalized. Minutes of the meeting will be circulated.
- Travel Training: Aislin O'Hara has sent an invitation to ACAT members for observation of the travel training sessions. Two types of training will be conducted: classroom sessions and vehicle discovery sessions. Participants will have an opportunity to explore vehicles in a relaxed environment. An email will be sent by the Chair to ACAT members with further details.

ACAT members have also been asked to provide quotes outlining their experience using the conventional system to inspire those going through travel training.

- Members were asked to review the minutes ahead of the meeting and to forward items such as grammatical errors to the Chair ahead of the meeting. Items that require judgement or further discussion may be brought forward to the meeting. Members are still encouraged to

bring items forward that are unclear to ensure that the minutes are easily understood by members of the public who may not have prior understanding of issues discussed.

5. Review and Approval of June 28, 2018 Minutes

On a motion by Angela Marley and seconded by Marian McDonell, the minutes of the June 28, 2018 meeting were approved.

6. Business Arising Out of June Minutes/Outstanding Items

- Item: Lack of Tactile Information on Poles for Shared Bus Stops – Ongoing.

It was explained that tactile information is needed on stop poles for routes where there are multiple stop poles designated for various routes at an intersection or location. Customers with vision loss need to know which pole to stand at.

The use of audible route announcements on Community Buses is still in discussion.

Craig Nicol and Debbie Gillespie have been invited to the Communications Subcommittee meeting for a further discussion of this issue. It was also recommended that an invitation be extended to Ian Dickson, Wayfinding Manager.

- Item: Access to Subway Stations and Wheel-Trans Stops at Entrances - Ongoing, with discussion planned for later this year.
- Item: Communicating Emergency Procedures for Customers who Encounter Problems – Ongoing.

There is a need for consistent information across various channels. The procedures have already been posted on the website, on subway platform video screens in Public Service Announcement (PSA) type campaigns, and are also planned for publication in the next Wheel-Trans newsletter. It was also recommended that the procedures be placed in the travel training material. The item will be closed once it is confirmed that information has been posted.

- Addition of New item: Pre-Boarding Announcements on Subway Trains.

It was requested that this item be added to the outstanding items list as the item had originally been discussed at the March meeting. An interim solution had been suggested for Line 1 as the Train Information Management system (TIMS) would take about a year and a half to implement. ACAT is requesting that staff provide an update on the implementation of the announcements.

7. Deputation: Lisi Colby

Deferred.

8. Wheel-Trans 10-Year Strategy Update

Kathleen Barrett provided the update on the following items.

- Travel Training: The pilot was conducted earlier in the week. One-on-one sessions were conducted, as well as a Vehicle Exploration Day. ACAT members attended the June session and are invited to future sessions for both bus and streetcars.
- Customer Policies: The Customer Code of Conduct policy is now in effect, with three more scheduled for implementation at the end of July. Once complete, the customer handbook will be updated and posted on the TTC website.
- Access Hubs: The Humber College hub is scheduled for completion by the end of July 2018, and the other hubs by the end of 2019. Modifications have been made to the Meadowvale hub based on feedback from WTOS Chair Lynn McCormick.
- Family of Services (FoS): Additional routes are planned, and a report will be sent to the Wheel-Trans Operations Subcommittee in August. In collaboration with the Communications Subcommittee, and in order to provide insight on how to implement FoS further, a survey is also planned to determine how customers use conventional transit and other modes of travel.

Comments and Questions from Committee Members

A request was made for the following details to be added to the update:

- In response to a query, use of the word “vaping” in the Customer Code of Conduct refers to any tool placed in the mouth that releases fumes.
- The phrase “travelling with a mobility device” should be updated to “travel using a mobility device.”
- The tactile exploration of transit vehicles was originally intended for customers with sensory disabilities, but is now open to all customers. This detail will be added to the update.
- Modifications to the Meadowvale Access hub were adjustments to the sensors that open the doors and provide heating.
- Clarity is also needed on the definition of a Family of Services (FoS) trip versus the use of FoS. The use of FoS is defined as using a mix of TTC transportation vehicles, which do not necessarily involve Wheel-Trans as part of a particular trip. A FoS trip incorporates use of Wheel-Trans and conventional services. These terms need to be defined clearly for customers.
- It was suggested that customers with vision loss may need a separate vehicle exploration session as they may need to have someone with them when attending vehicle exploration training. Extra time is needed to fully explore all parts of the vehicle. This information will be provided to the team.
- It was also recommended that people with various disabilities, who are already using the conventional system, should demonstrate travel to other customers with disabilities who are reluctant to get on the system. The shared experience will have more impact and direct questions can be answered. ACAT members volunteered to serve as a resource for such experiences.

- A recommendation was made that Customer Code of Conduct policies be posted in the Wheel-Trans newsletter, as most customers do not have access to the TTC website. Due to length, one or two at a time would be sufficient. Customers will also receive a booklet when all the policies have been completed. This item will be communicated to staff, who can also publish an overview of policies for the newsletter.
- A request was made that customers should be able to book their FoS trips online. A possible model is the Google trip planner which outlines the travel route, as well as start and end times. Kathleen Barrett stated that the scheduling system is being enhanced and the first release will allow for online booking of FoS trips. The release, which is scheduled for the Fall, will only allow for booking one transfer on the conventional system. Future expectations are for more expansive trips, covering multiple modes of transportation.

9. Subcommittee Reports and Updates

Communications Subcommittee (CS) - Marian McDonell

No CS meetings were held since the last ACAT Meeting. The next meeting is scheduled for August 24, 2018 with both Craig Nicol and Debbie Gillespie invited to attend.

The link to the beta version of the TTC website was sent to members on July 12, 2018, and all members were encouraged to provide feedback to Heather Brown, and copy CS Chair Marian McDonell, and the members of the ACAT Executive.

Design Review Subcommittee (DRS) - Craig Nicol

A DRS meeting was held on July 4, 2018.

1) TYSSE Video Discussion

DRS reviewed issues highlighted in the AODA Alliance video on transit facility accessibility. The review was divided into PRESTO and infrastructure issues.

- a) Jan Richards made a presentation on the PRESTO issues, many items related to PRESTO as deployed at transit properties other than TTC. At TTC, upgraded self-serve reload machines have replaced the original problematic units. TTC PRESTO self-serve reload and fare media vending machines are differentiated by size, on-screen text and audio script. Confusion exists during fare media switch over with Metropass vending machines still in service at some stations.

Questions and Comments from Subcommittee Members

- There is concern about reliability of PRESTO readers on Wheel-Trans buses. It was suggested that this item be addressed in a separate session with the Wheel-Trans Operations Subcommittee.
- It was recommended that installation standards for devices be shared between TTC and Metrolinx.

b) Discussion with Adrian Piccolo, TTC Chief Architect:

- Items discussed for York University Station include funnel stair, wayfinding tiles, elevator redundancy, ramp contrast and wayfinding outside the station.

Questions and Comments from Subcommittee Members

- Features that result in "funneling" or angled stair riser/railing intersection should be avoided.
- It was suggested that the Lawrence Station Easier Access III design be revisited where the stair is bisected by a column.

2) VISION Project Update

Tony Clunies provided an update on the VISION project, which is meant to replace the CIS system. The system can provide a wider range of customer messaging that can be prioritized and customized to the route.

Questions and Comments from Subcommittee Members

- DRS Members have requested an opportunity to review the standard messages, especially those that are accessibility-related.
- It was also suggested that ad-hoc messages should be given a higher priority than public service announcements.

3) Other Business:

In response to a comment on the difficulty of seeing stop request signs on older buses, staff advised that new buses will be equipped with new larger screens that will address this issue.

The next DRS meeting will be held on August 1, 2018.

Service Planning Subcommittee (SPS) – Thomas Richardson

The SPS report will be presented at the next ACAT meeting.

Wheel-Trans Operations Committee (WTOS) - Lynn McCormick

The WTOS report will be presented at the next ACAT meeting.

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

DRS:

- Accessibility Alliance video review re transit accessibility issues
- Vision Project Update
- Mobility Access Hub Spatial requirements.

11. Report on Customer Liaison Panel, Craig Nicol

The Customer Liaison Panel meeting was held on July 18, 2018. The main topic of discussion was

the Equity and Transit Service Planning Project. The plan is to develop a process and identify strategies to advance economic and social equity initiatives in TTC service planning. This is the same report that was presented to SPS.

A review was also held of prototype posters to encourage riders to tap their PRESTO cards at all points when they board a TTC vehicle.

The next CLP meeting will be held on September 19, 2018.

12. Report on TTC Board Meeting and Accessibility Matters

A TTC Board Meeting was held on July 10, 2018.

The ACAT minutes of May 31, 2018 were received by the Board.

As reported in the CEO Report, a motion was passed in April regarding station accessibility at Warden and Islington stations. The TTC has now met with city real estate and Create TO staff to discuss the development status of making the stations accessible by 2025. The 2019 Capital Budget will include funding as part of the overall Easier Access project.

The next TTC Board Meeting will be held on December 12, 2018.

13. CEO Update

Rick Leary, CEO, was welcomed to the meeting. After comments on various projects, greetings were shared from the previous CEO, Andy Byford. Members were then invited to ask questions.

Questions and Comments from Committee members

- Several members congratulated Rick Leary as the new TTC CEO and noted the benefits of having a CEO who understands accessibility.
- A comment was made about Chair Josh Colle retiring from the position of TTC Chair. Plans are being made for him to attend an ACAT meeting to meet all the members.
- Appreciation was expressed for the TTC's efforts in working with Metrolinx. Rick Leary was encouraged to maintain the relationship and confirmed that regular meetings occur with Metrolinx's senior leadership. The importance of the partnership was emphasized.
- Concerns were expressed about the lack of a webmaster for the TTC website, as updates are needed for the accessibility information. ACAT will continue to work with the CEO to ensure that the new website reflects accessibility.
- There has been a lack of response regarding feedback from the DRS Subcommittee about accessibility issues on the Eglinton Crosstown. Among the concerns are Metrolinx wayfinding being different from that of the TTC. As the TTC will run the Crosstown line, the importance of starting a dialogue on this issue was emphasized. Rick Leary will follow up on this item, and noted that the trend is for use of more universal signs, in keeping with Toronto's multicultural population.

- Other items raised by DRS pertaining to the Eglinton Crosstown include the physical design, such as the design of escalator and stair connections between platform, lower and upper concourse at the Yonge-Eglinton interchange station and lack of wayfinding on the lower concourse. These items have been submitted through the DRS Subcommittee. Rick Leary will follow up on this item.
- In response to a question regarding the issues with the new TTC streetcars and Bombardier, Rick Leary provided an overview of the collaborative process developed to work with Bombardier. The goal is to help the company achieve their production goals, which also benefits the TTC. TTC Staff have been assigned, both within the TTC and in Bombardier itself to help with implementation. Advice has been provided on sourcing of materials, as well as providing feedback during the assembly line production, instead of after the products have been shipped. A second plant has also been opened at Kingston. Bombardier is mindful of its reputation and has been working to meet deadlines. It is expected that 204 vehicles will be ready by the end of 2019. It was also noted that old vehicles are being tracked to be removed from service and preventive maintenance is being conducted in line with new procurement.
- Concerns were expressed that ACAT is not consulted at the early stages of several projects, which results in feedback being requested when a project is close to its final stages. At that point, it can become more difficult and costly to implement any changes. It was emphasized that ACAT is willing to listen and seek solutions for all parties. An example was given of the new TTC website, for which input was only sought in the final stages.
- Joint meetings are being planned to increase collaboration, an example being the GTA Accessibility Advisory Committee Joint meeting scheduled for August 3, 2018. An invitation was extended to Rick Leary, who was praised for extending Andy Byford's work and encouraging all stakeholders to work together. It was also recommended that the new TTC Board members be educated on accessibility in order to ensure everyone has the same outlook. A welcome was extended to Rick Leary for all future ACAT meetings.

14. Report of Correspondence

Nil

15. Louise Bark's Observations of London, U.K. Transit

A correction was made to the report pre-circulated to all members. Louise Bark's travel was conducted within the middle of England, roughly in line with Manchester, and points north. To be specific, Louise traveled between Southport and Liverpool. Personal experiences were also shared by another member of travel within the London transit system.

A key point of discussion was the high level of customer service provided by the service agents in U.K., and the quality of communication between those on the rail line and other workers in the system. There were also numerous signs for induction loops which enable customer communication with staff on any accessibility questions.

Discussion ensued on possible applications to Toronto, pending the Collectors moving out of the booths. Suggestions include:

- Having staff be present at customers' first point of entry into the system. Such assistance is also available in Vancouver, where a customer who changes lines is met at the start by staff.
- Increased communication between agents and customers. On the rail service in England, agents use walkie-talkies to stay in touch.
- Staff to escort customers down to the subway. An example was provided of a worker in the London subway, helping a customer up an escalator and providing information of what to expect when leaving a gated area.
- Wheelchairs that can be borrowed, which would help customers get to the train level.
- Customer Service Agents (CSA) should provide information in a supportive, non-condescending manner. It was also noted that differences in comfort level and culture need to be accommodated. These qualities cannot be taught, and need to evolve.
- Training should be expedited to customer service agents before they leave the booths. It was noted that there is no fixed date for when this will occur. However, the TYSSE subway stations do not have CSAs in the booths.
- The importance of customer service agent training was emphasized. Strengthening of customer service would encourage more people to use the subway system and would help to bridge the gap between conventional services and FoS. ACAT could help to develop the training from the start, instead of assisting when the training is complete. Such training can also bridge the gap until all stations become accessible.
- Further exploration is needed to determine if there will be enough staff to implement such changes, given the changes to the CSA program.

The recommendations will be referred to SPS. As customer service is key for the 10-year Wheel-Trans Strategy, customer support will help to fill in gaps in service and help customers with disabilities in the use of the system.

16. Other / New Business

First On, Last Off

A request was made on the need for signage to inform non-disabled customers about this slogan, which reminds customers and Operators to let customers using mobility devices first onto vehicles and allow them to de-board last. It was recommended that Service Planning and Communications Subcommittees develop education surrounding this issue.

Further observation was made that a gap exists between training and its day to day application. There is a need for consistency across vehicles and for Operators to be empowered to carry out this procedure. It was suggested that a major campaign also be held at the Division level.

It was further emphasized that customers' bad experiences affect their likelihood to take the subway, which then impacts the FoS rollout. Other technology additions would include the ad-hoc announcements and painting squares on the surface of subway bus platforms where customers

using mobility devices wait to enter the front door of the bus. .

This item was referred to the Communications and Service Planning subcommittees.

Eglinton West LRT Stakeholder Group

Raymond Dell'Aera represented ACAT at the group's second meeting. The LRT project will extend the Eglinton Crosstown, west from Mt. Dennis Station to the Renforth Gateway, then to the Airport. The final configuration of an aboveground LRT or tunnel has not yet been determined. A final recommendation will be made to the City early 2019. There are also plans to determine how accessibility can be improved during construction.

City of Toronto staff have also made a request for more groups to participate in the consultation sessions, and have requested that staff present the design to ACAT. This item was referred to the Design Review Subcommittee.

Manual Wheelchairs Sliding on Subway and Streetcars if not Secured

A report was made that customers who use manual wheelchairs slide more often on vehicles. Various suggestions were made for a strap or loop on the seat with which customers can secure themselves, or a retractable metal bar that customers using wheelchairs can hold on to.

This item was referred to the Design Review Subcommittee.

Ambient Music on the Subway System

An inquiry has been received from the TTC Chair's Office regarding the potential introduction of ambient music on the TTC system. ACAT's opinion is being sought on accessibility implications. The Chair's Office was commended for seeking ACAT's opinion at the start of the project.

Feedback was provided that customers who have vision or hearing loss rely on sound cues to navigate spaces and determine the flow of traffic. Input has already been obtained from Craig Nicol and Debbie Gillespie.

It was also noted that customers with hearing aids need to keep the volume low enough so that people can talk without having to repeat themselves.

It was advised that some stations already have musicians and the effect of such sound and practices from other communities should be explored. More feedback will be sought from members and shared with staff.

17. Next Meeting

The next meeting of ACAT will be held on Thursday, August 30, 2018, from 1:00 to 3:30 p.m., at 1900 Yonge Street, 7th Floor Boardroom.

18. Adjournment

On a motion by Mazin Aribi, the meeting was adjourned at 3:40 p.m.

Temi Adewumi
Recording Secretary

TORONTO TRANSIT COMMISSION

COMMITTEE MINUTES

Minutes of Meeting: Advisory Committee on Accessible Transit
Meeting No. 333

Meeting Date: Thursday, August 30, 2018

Location: 1900 Yonge Street
7th Floor Boardroom

Present: Raymond Dell'Aera, Chair
Mazin Aribi, Co-Vice Chair
Angela Rebeiro, Co-Vice Chair
Louise Bark
Mary Burton
Anita Dressler
Debbie Gillespie
Jessica Geboers
Angela Marley
Marian McDonell
Bobbi Moore
Craig Nicol
Lauri Sue Robertson

Pool Members: Scott McArthur
Igor Samardzic

Regrets: Lynn McCormick

TTC Representatives: Rick Leary, Chief Executive Officer
Jim Ross, Acting Chief Operating Officer
Eve Wiggins, Head of Wheel-Trans
Harpreet Nagi, Head of Rail Cars and Shops
Lynn Middleton, Manager, Wheel-Trans Transportation
Mark Mis, Manager – Service Planning
Matt Hagg, Senior Planner – System Accessibility
Jasmine Eftekhari, Project Coordinator, WT Transformation Program
Mitch Underhay, Senior Community Liaison Officer
Charlene Sharpe, Business Analyst, Wheel-Trans
Lodon Hassan, Assistant Manager-Customer Service
Claudio Caschera, Bus Transportation Manager

Copies: Rick Leary, Chief Executive Officer
Kirsten Watson, Acting Deputy CEO/Chief Customer Officer
Collie Greenwood, Acting Chief Service Officer
Susan Reed Tanaka, Chief Capital Officer
Dan Wright, Chief Financial Officer
Brad Ross, Executive Director – Corporate Communications
James Ross, Acting Chief Operating Officer
Eve Wiggins, Head of Wheel-Trans
Jacqueline Darwood, Head of Strategy & Service Planning
Deborah Brown, Acting 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. Farewell Presentation to TTC Chair Josh Colle
6. Review and Approval of July 26, 2018 Minutes
7. Business Arising Out of Minutes/Outstanding Items
8. Deputation
9. Pre-Boarding Announcement Update
10. Wheel-Trans 10-Year Strategy Update
11. PRESTO Update
12. Subcommittee Reports and Updates
 - Communications
 - Design Review
 - Service Planning
 - Wheel-Trans Operations
13. ACAT Subcommittee Meeting Highlights for the Next TTC Board Meeting
14. Report on Customer Liaison Panel
15. CEO Update
16. Review of Correspondence
17. ACAT Participation in CUTA Conference, November 18-21 2018
18. Other / New Business
19. Next Meeting – September 27, 2018
20. Adjournment

1. Call to Order / Attendance

Raymond Dell'Aera, ACAT Chair, called the meeting to order at 12:45 p.m., and attendance was taken.

2. Declaration of Conflict of Interest

Nil.

3. Approval of Agenda

On a motion by Mazin Aribi and seconded by Debbie Gillespie, the agenda was approved.

4. Remarks from ACAT Chair, Raymond Dell'Aera

Raymond Dell'Aera reported that the first GTA Accessibility Advisory Committee Joint Meeting held at City Hall on August 3, 2018 was well attended. Representatives from Peel Region, York Region, Metrolinx, and TransHelp were in attendance. A number of topics were discussed including policies and practices. The full report of the meeting will be finalized.

On August 21, 2018, Raymond Dell'Aera joined TTC Staff, Julie Dabrusin, Member of Parliament for Toronto-Danforth, Mayor John Tory, and TTC Chair Josh Colle for the Public Transportation Infrastructure Fund's announcement on Wheel-Trans funding. The \$41 million funding will be used to purchase 120 ProMaster buses, fund the Access Hubs, and the upgrade of different critical systems including customer service, scheduling and dispatch, and call centre systems.

The ACAT Information Sessions will be on September 27, 2018 at 7:00 p.m. and September 28, 2018 at 1:00 p.m. at City Hall Committee Room 2. Attendance to one session is required if an individual would like to obtain an application for ACAT membership.

The Canadian Urban Transit Association (CUTA) Conference will be held in Toronto from November 18 to November 21, 2018. Mazin Aribi and Raymond Dell'Aera will attend on behalf of ACAT. Staff are looking into the possibility of a booth for ACAT as part of the trade show at the event.

Observations of terminology used at past meetings were reported. e.g., the term hearing impaired is translated in American Sign Language as drunk or broken. It was suggested to use the term "deaf" or "hard of hearing".

Comments and Questions from Committee Members

Members asked about the possibility of being locked out of the TTC Public Forum on Accessible Transit due to picketers who are on strike. Heather Brown reported that the event will not be proceeding as planned on September 13 and that information on a new date and venue change will go out and will be widely communicated.

5. Farewell Presentation to TTC Chair Josh Colle

A farewell presentation to TTC Chair Josh Colle was held. ACAT Chair Raymond Dell'Aera welcomed Chair Colle and CEO Rick Leary at the ACAT Meeting. Raymond Dell'Aera presented

Chair Colle with a gift and thanked him for his service, leadership, and contributions. TTC CEO Rick Leary also made some brief remarks and invited Chair Colle to speak.

6. Review and Approval of July 26, 2018 Minutes

On a motion by Mazin Aribi and seconded by Louise Bark, the minutes of the July 28, 2018 meeting were approved.

7. Business Arising Out of Minutes/Outstanding Items

- Item: Communicating Emergency Procedures for Customers who Encounter problems: All communication has been completed.
- Item: Pre-boarding Announcements on Subway Trains: Update will be announced today.

8. Deputation

Nil.

9. Pre-Boarding Announcement Update

Jim Ross and Harpreet Nagi provided an update.

The pre-boarding announcements on Line 4 (Sheppard) were implemented in May 2018 and on Line 3 (Scarborough) in June 2018. The announcements are not yet functioning on Lines 1 and 2.

It is more complicated to implement the announcements on the Toronto Rocket trains in use on Line 1 because of various short turn destinations and because the north/south directions switch after the trains pass Union Station.

Testing for announcements cannot be completed in the night as neighbours are complaining that the system is too loud.

Comments and Questions from Committee Members

The announcement that says "Line 4 to Sheppard" is misleading as it does not state the correct station name and also continues to play at Sheppard-Yonge Station until the train departs back to Don Mills.

When will the solution be implemented on Lines 1 and 2? Jim Ross will get direction from the CEO to get this done and get back to ACAT, with a timeline as to when the pre-boarding announcements will be fully implemented. Operational staff will look into the matter of fixing announcements through Bombardier and TTC will work with supervisors to make the system better for a faster setup. The audio announcements cannot be updated right away because Bombardier owns the rights to the software.

At Kennedy Station, when disembarking from the Line 3 trains, there are no directions to use the doors on the opposite side of the train for elevator users. Staff responded that this is related to the next stop announcement system and that they will look into the matter.

Members reiterated ACAT's recommendation regarding subway announcements: "Direction (eastbound / westbound / northbound / southbound) toward the terminal station (Finch / Vaughn / Kennedy / Kipling, etc.)."

10. Wheel-Trans 10-Year Strategy Update

Jasmine Eftekhari reported that the Wheel-Trans Transit Mode Share Survey will be launching this week. It will determine what modes of transportation are being used by our customers on a daily basis. The goal is to determine how frequently Wheel-Trans customers travel using conventional TTC.

New Family of Services (FoS) routes are underway. Stops along these routes are being carefully analysed for transfer suitability. Different options in terms of transferring customers to and from conventional stops are also being reviewed,

The Wheel-Trans Operations Subcommittee (WTOS) reviewed and supported the proposed change in the escort policy for customers travelling FoS. The escort policy for door-to-door service remains the same.

The Wheel-Trans Operations Subcommittee (WTOS) reviewed and supported the proposed change in the escort policy for customers travelling FoS. The escort policy for door-to-door service remains the same.

The Access Hubs project continues to progress. Construction at the Humber College North Campus hub will begin in October and is scheduled to finish by end of year. Access Hubs at Victoria Park and Ellesmere, Jane and Eglinton, and Victoria Park and Neilson are on schedule to be completed in 2019.

Height and detection range of the motion sensors has been adjusted for Meadowvale Loop Access Hub with the help of WTOS Chair Lynn McCormick. The height and range tested will be used at all the future Access Hubs.

Travel Training

To date, a total of 55 customers participated in travel training, ranging from 16 to 91 years in age. Customers have participated in travel training orientation sessions, vehicle exploration days, and one-on-one travel training sessions.

The Pilot has involved partnerships with AMI Accessible Media and the Disability Channel. Both agencies have filmed during the vehicle exploration days and are producing segments that will be shared across all their digital platforms. ACAT will be provided with a link to the recording as soon as it becomes available.

Comments and Questions from Committee Members

It was noted that access hubs are not located at subway stations, but in locations where there is no natural TTC source, so customers can wait to transfer to or from Wheel-Trans."

Clarification on the escort policy is to be provided by staff, as it had been stated in the presentation that customers in Wheel-Trans buses who need help may be escorted from a Wheel-Trans bus to a conventional stop, especially if the bus is parking on a side street. In

addition, customers with low vision will need an escort regardless of whether they are using FoS or Wheel-Trans.

Further comments were made regarding use of the word “escort” but it was agreed that the word is used as part of the policy’s title.

11. PRESTO Update

Heather Brown reported that the new fare gates have been installed at all subway stations except for Yorkdale main entrance and King Station’s Commerce Court entrance, although PRESTO is still available at those stations. These entrances will have the new fare gates installed in line with the Easier Access work scheduled at those stations in 2019. The PRESTO Fare Vending Machines which customers can use to purchase and load cards are available at select subway stations entrances. All entrances will have a PRESTO Fare Vending Machine available by mid-November.

Card readers are available on all buses, streetcars and Wheel-Trans. A solution for customers to pay their fare by PRESTO on contracted sedan taxis is still being developed. The permanent solution for sedan taxis will not be available to sedan taxi drivers until next year.

By the end of October, all 134 Shoppers Drug Mart locations in Toronto will be able to sell and reload PRESTO cards.

TTC Metropasses will be discontinued after December 31, 2018.

The wording “Is PRESTO right for you” will be changed to “PRESTO is right for you”.

PRESTO tickets will be available in June 2019 for visitors and customers who use transit infrequently. The introduction of PRESTO cards for support persons will be available next year. The support person will have a non-revenue card.

Child, youth and senior concessions can be added to PRESTO cards at Shoppers Drug Mart or the TTC’s Customer Service Centre. A valid government-issued identification is required to set a concession fare on a card.

TTC will meet with social service agencies to discuss bulk purchases of PRESTO paper tickets which will be implemented next year. ODSP recipients will use the Fair Pass Program if they qualify through Toronto Employment Services.

A PRESTO app for phones will be available by 2019. The two-hour transfer for PRESTO cardholders went in effect August 26, 2018.

It was suggested that the customer can use the Passenger Assistance Intercom (PAI) system to speak to a Collector if they need help and there is no Customer Service Agent nearby (i.e. at a PRESTO fare gate or an automatic entrance).

Comments and Questions from Committee Members

TTC staff are not always around to assist when the readers are not working. Heather Brown will review concept of operations with Ellen Stassen to ensure protocol is in place to assist customers through a fare line when the gates aren’t working.

ACAT members made the following suggestions:

- A recycle box should be provided to throw away the single-use PRESTO cards
- It may be difficult for people with dexterity issues to use the PRESTO card if the Collector is not there.
- PRESTO cards can be ordered by phone by calling PRESTO's Customer Service Centre at 1-877-378-6123.
- Provide enough Customer Service Agents at subway station farelines to assist individuals.
- Collect data on 2 taps within 2 hours
- Inclusive language other than English and French for PRESTO brochures.

12. Subcommittee Reports and Updates

Communications Subcommittee (CS) - Marian McDonell

A CS meeting was held on August 24, 2018.

- Tactile Information on Stop Poles

The request had been made for tactile information to be placed on bus stop poles where there are multiple poles for different routes at the same intersection, or location. For sighted people, the route is printed on each pole. The same route number should be placed on the pole in a tactile format for non-sighted customers. Examples include Bayview and Eglinton, Yonge Street and Bishop, and Sherway Gardens. The recommended solution does not require a high level of technology, as all that is needed for each pole is a raised print number with the Braille equivalent printed underneath. As not all people with vision loss read Braille, it was also suggested that a button (also known as the "talking bus stop") could be added to the pole, which would provide audible information. This item will be added to the list of outstanding items and reviewed by staff.

- Public Forum on Accessible Transit

The recommendation was made that matters pertaining to accessibility be reserved for the ACAT table, leaving items that are TTC-specific for their table.

There are many comments and questions from CS members regarding the location of the table and the promotion of the event through various TTC media.

- PRESTO Update

Heather Brown provided an update on PRESTO. Fare gate construction is complete, with the exception of Yorkdale and King Station's Commerce Court entrance. Card readers are available on all buses and streetcars. However, this is not the case for surface vehicles such as sedan taxis. In the interim Operators can record customers' PRESTO card numbers, which will then be reviewed on their run sheets.

As of September, customers will be able to purchase adult, senior and youth monthly passes, which will also be available as annual passes. Over the next year and half, detailed

plans to switch to PRESTO were outlined. The two-hour transfer, which is for PRESTO cardholders only, comes into effect on August 26, 2018.

By November, every station entrance will have a Fare Vending Machine installed at the station, where they can be used to purchase and load PRESTO cards, as well as to check balances. The TTC will meet with social service agencies to discuss bulk purchases of the PRESTO paper ticket.

- Materials / Newsletter Reviewed Between Meetings

CS members helped W-T FoS with an upcoming survey, as well CS members were involved with 2 conference calls; provided feedback on the new website; and reviewed the Wheel-Trans newsletter.

- New TTC Website

CS members were thanked for providing feedback which has now been passed onto Deborah Brown and the web design firm. The current website will be maintained until November, and the new website will be kept in the beta format until October, while issues with schedule data are being resolved. New information will be loaded onto the new beta site.

The following feedback was provided at the meeting:

- In response to a query, the most current information resides on the old site, and a process is still to be determined on how to update both the old and beta site simultaneously.
- Station maps are still being planned and will be placed under station descriptions.
- Information about accessible streetcar service will be posted under the Accessibility Section.
- A comment was made that the placement of both corporate and customer information on the home page is confusing to those who need information on transit.
- Several comments were made about viewing the website on a screen reader unsuccessfully and it was recommended that the web design firm view the site with a screen reader.
- A concern was expressed that the technical requirements for accessibility are not being followed, especially in comparison to other accessible sites. It was further advised that every website element be tested by the people creating the new website to use the technology that blind people use when accessing the site to determine if the site meets accessibility standards.
- Formatting of the new information is also critical. An example was given of stops with multiple branches, where users now need to click each branch to see its schedule.
- It was advised that information should not just be transferred; its proper context should be understood, so that information can be placed in a logical format.

- Citing a lack of consultation at the outset, the request was made that the web design firm meet with the Subcommittee, so that feedback could be presented first hand. This request will be reviewed by Deborah Brown.
- Feedback on the website will be accepted until October, and the information shared at the meeting will be shared with other staff and the web design firm. The website will also be kept as a standing agenda item until it goes live
- New Business
- Interviews will soon be scheduled for the Manager of Digital Communications position.
- The “First On, Last Off” campaign will be moved to the CS Outstanding Items List and will be added to the agenda of the next meeting

The next CS meeting will held on October 11, 2018.

Design Review Subcommittee (DRS) - Craig Nicol

A DRS meeting was held on August 1, 2018 and a site visit at St. Clair West Station was held on August 22, 2018.

DRS Meeting, August 1, 2018

- Easier Access Program Update for Runnymede and Wilson Stations

This is the second time DRS has seen these stations. Both station designs are now ready for tender with completion in 2020.

Subcommittee Questions and Comments:

- DRS agreed that, at the bus platform in each station, a Wheel-Trans stop, signage, and pole are required to ensure that Operators and customers know the pickup point.
- Recommendations were made regarding the installation of accessible benches to replace old benches and addition of new benches.
- Recommendations were made with respect to the names of floor levels at Wilson station. This was to bring the names in line with those of other stations. After the meeting, it was confirmed that the DRS recommendation is already planned.

- Lawrence Station EA3 Update

When this station was presented, DRS expressed concern about a column interrupting a new stair. At this meeting, it was confirmed that a redesign of the stair has eliminated the concern.

- PRESTO Update

Jan Richards outlined a number of issues that had been raised previously regarding

PRESTO devices. DRS members were asked to rank the issues in categories of “must have,” “very nice to have,” “nice to have” and “not desired.”

Subcommittee Questions and Comments:

- Of the five items raised, only the item relating to forward approach toe clearance at reload and fare media devices were considered necessary. DRS suggested a simple method whereby the required toe clearance could be achieved.
- During the meeting, DRS took the opportunity to again express concern about PRESTO fare collection devices used on Wheel-Trans and Operator use of these devices. DRS’ feedback will be shared, and there is the possibility of a more in-depth discussion with the Wheel-Trans Operations subcommittee.

- Other Business:

Metrolinx has proposed a joint meeting with DRS on the Eglinton Crosstown LRT design issues.

DRS Site Visit at St. Clair West Station, August 22, 2018

DRS attended at St Clair West station to review the upgrades to fare gates. An enhanced audio confirmation of tap was tested providing the increase in volume that DRS requested. A discussion took place regarding the improved visual markings on the gate paddles. An issue of extending the time to pass through the gates when using the reduced height reader on the wider gate was discussed.

The next DRS meeting will be held on September 5, 2018.

Service Planning Subcommittee (SPS) – Thomas Richardson

The SPS Report for the July 4, 2018 meeting which was deferred from last ACAT Meeting is being provided at this meeting.

SPS Meeting, July 4, 2018

There were 4 items discussed at this meeting.

- Proposed Fees for Lost CNIB PRESTO Passes

Paul Manners and Melissa Montana gave an overview of the TTC’s proposal to introduce a \$25.00 administration fee to replace lost or stolen CNIB PRESTO PASSES. Historically, the CNIB managed the distribution of Transit passes to their clients on an annual basis, including the replacement of lost passes.

With the conversion to PRESTO, and the fact that the passes now have a 3-year life, the TTC will take over the management of the passes. The TTC will maintain a confidential registry for tracking purposes in order to prevent the possibility of fraudulent use of a lost or stolen pass. The administration costs of deactivating and creating a replacement pass is considerable and will be covered by the TTC. Therefore, the TTC proposes to introduce a \$25.00 administration fee for this service. The CNIB is not opposed to this

initiative and will communicate this issue to their clients.

- Securement

Laurie Sue Robertson introduced some issues regarding the securement of mobility devices on buses. She recommended that Operators check to ensure that these securements are clean and in good working order before taking their vehicles into service. She also recommended that, as a matter of safety, securement for all mobility devices should be made mandatory on all TTC buses. Presently, the policy of “All or Nothing” is being practiced. This means that a customer requiring securement can refuse securement, putting themselves and other customers at risk of further injury in the event of an emergency. There was much discussion on these issues and the SPS members agreed that more research on this issue was required to determine a clear policy for TTC Bus Operators.

- People in Motion Debrief

The following observations were made by the ACAT members who volunteered at the ACAT display at this year’s People in Motion event.

- The event was held on June 15 and 16, 2018 at Variety Village and the attendance at this new venue was comparable with last years’ event.
- The location of the TTC and ACAT displays were side by side which made it more convenient to refer attendees requiring specific information.
- Increased service from the Victoria Park subway station should have been considered since shuttle buses were not provided due to financial constraints.
- With the increase of mobility devices coming to the event on the conventional buses, a refresher in boarding and de-boarding procedures was recommended for Bus Operators.

- Equity and Transit Service Planning Project

The purpose of this project is to develop a process and identify strategies to advance economic and social equity in TTC’s Service Planning. The project will be rolled out in two streams.

The first stream will define Major Changes and identify Diverse Groups to create a standard process for the development of Service Planning for these groups. The second stream will identify the Neighbourhood Improvement Areas (NIA) where the service changes will be implemented, and to evaluate the effectiveness of these changes. With the feedback from this project, there is the potential for extension of this project into other areas of Service Planning. All changes will be presented to the TTC Board for approval prior to implementation.

New Business

It was proposed that the SPS meeting time be extended to 4:00 p.m. when necessary. SPS members agreed providing ample notification was received prior to the meeting.

The next SPS meeting will be on August 1 2018.

A SPS meeting was held on August 1, 2018. The following items were discussed.

- TTC Enforcement Program

Sergeant Pam Ashcroft, TTC Transit Enforcement, gave an overview of the TTC's Transit Enforcement Division in which she clarified the different roles of the Special Constables versus the Fare Inspectors. Pam Ashcroft also emphasized that some AODA training was included in the Transit Enforcement training curriculum. She was very receptive when the Subcommittee recommended that an ACAT member attend future training sessions as they do for other TTC training sessions.

- Bus Transportation Training

Seth Irvine and George Free from the Training and Development Department invited SPS members to provide feedback on previously circulated materials. SPS provided their recommendations on corrections to the language and definitions of the documents previously provided. Recommendations were given regarding securement and how Operators should approach persons with disabilities and mobility devices when they are offering assistance.

- Access Hub Update

Dean Milton and Catalina Parada provided an update on the Access Hub initiative with a focus on locations not previously presented. An overview was provided on the hub sizes, site selection criteria, and implementation phases.

- Business Arising

There was much discussion regarding the safety issues at surface vehicle stop locations where street crossings were required to access subway entrances. SPS recommended the following:

- That coordination with the City be arranged, to ensure suitable crossing signal times, and Accessible Pedestrian Signals (APS) should be added to all of the applicable intersections.
- That, in the future, distances and number of street crossings from the surface vehicle drop off stops to subway entrances be discussed with ACAT for positive feedback, prior to placement of these stops.

The September SPS meeting is cancelled. The next SPS meeting will be held on October 3, 2018.

Wheel-Trans Operations Committee (WTOS) - Lynn McCormick

The WTOS report will be presented at the next ACAT meeting.

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

CS:

- TTC Website feedback
- Tactile route numbers on bus stop poles where there are multiple dedicated stop poles at an intersection or location
- TTC Public Forum materials

DRS:

- EA3 reviews of Wilson, Runnymede and Lawrence Station issues.
- PRESTO vending and reload device accessibility compliance issues ranked for correction.
- Fare Gate audio signal volume and gate paddle contrasting markings

SPS:

- Introduction of the TTC'S Transit Enforcement Program
- Information and Feedback on the Bus Transportation Training Program

14. Report on Customer Liaison Panel (CLP), Craig Nicol

There was no CLP meeting held this month.

15. CEO Update

Nil.

16. Review of Correspondence

Nil.

17. ACAT Participation in CUTA Conference, November 18-21 2018

Raymond Dell'Aera had mentioned this in his Remarks (Item #4).

18. Other/New Business

Nil.

19. Next Meeting

The next meeting of ACAT will be held on Thursday, September 27, 2018, from 1:00 to 3:30 p.m., at 1900 Yonge Street, 7th Floor Boardroom.

20. Adjournment

On a motion by Mazin Aribi and seconded by Thomas Richardson the meeting was adjourned.

Sandra Sylburne
Recording Secretary

TORONTO TRANSIT COMMISSION

COMMITTEE MINUTES

Minutes of Meeting: Advisory Committee on Accessible Transit
Meeting No. 334

Meeting Date: Thursday, September 27, 2018

Location: 1900 Yonge Street
7th Floor Boardroom

Present: Raymond Dell'Aera, Chair
Mazin Aribi, Co-Vice Chair
Angela Rebeiro, Co-Vice Chair
Louise Bark
Mary Burton
Anita Dressler
Debbie Gillespie
Jessica Geboers
Angela Marley
Lynn McCormick
Marian McDonell
Bobbi Moore
Thomas Richardson
Lauri Sue Robertson

Pool Members: Scott McArthur
Igor Samardzic

Regrets: Craig Nicol

TTC Representatives: Matt Hagg, Senior Planner – System Accessibility
Lodon Hassan, Assistant Manager - Customer Service
Heather Brown, Manager - Customer Communications
Kathleen Barrett, Wheel-Trans Transformation Program
Troy Morris, Division Manager - Queensway Division
Alicia Sgromo, Wheel-Trans Transformation Program
Grace Powell, Wheel-Trans

Copies: Rick Leary, Chief Executive Officer
Kirsten Watson, Acting Deputy CEO/Chief Customer Officer
Collie Greenwood, Acting Chief Service Officer
Susan Reed Tanaka, Chief Capital Officer
Dan Wright, Chief Financial Officer
Brad Ross, Executive Director – Corporate Communications
James Ross, Acting Chief Operating Officer
Eve Wiggins, Head of Wheel-Trans
Jacqueline Darwood, Head of Strategy & Service Planning
Deborah Brown, Acting 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 August 30, 2018 Minutes
6. Business Arising Out of Minutes/Outstanding Items
7. Deputation: Howard Wax
8. Wheel-Trans 10-Year Strategy Update
9. Subcommittee Reports and Updates
 - Communications
 - Design Review
 - Service Planning
 - Wheel-Trans Operations
10. ACAT Subcommittee Meeting Highlights for the Next TTC Board Meeting
11. Report on Customer Liaison Panel – Nil
12. CEO Update
13. Review of Correspondence
14. Other / New Business
15. Next Meeting – October 25, 2018
16. Adjournment

1. Call to Order / Attendance

Raymond Dell'Aera, ACAT Chair, called the meeting to order at 1:18 p.m., and attendance was taken.

2. Declaration of Conflict of Interest

Nil.

3. Approval of Agenda

On a motion by Thomas Richardson and seconded by Bobbi Moore, the agenda was approved with the following amendments:

Additions under New Business:

- Call for Input for regarding City of Toronto Vehicles for Hire
- Communications Underground at St. Clair West Subway Station Bus / Streetcar Platform for Wheel-Trans Customers
- Update on Audio Stop Request Announcements

4. Remarks from ACAT Chair, Raymond Dell'Aera

Raymond Dell'Aera stated that the TTC Public Forum on Accessible Transit will be held on December 13, 2018 at the Metro Toronto Convention Centre, North building. The event will be live streamed and promoted to the public.

The staging areas for Wheel-Trans drop offs and pick-ups are on the south side of Bremner Road. Attendees are being encouraged to use Family of Services (FoS) and conventional transit where possible.

The following recommendations to Staff were made:

- Due to the difficulty of reaching the north side of the building from Bremner Road, the TTC should have staff present to guide attendees. It was also suggested that Front Street is closer to the location, and the possibility of Wheel-Trans drop offs on Front Street should be explored.
- Live streaming should also provide chat features.
- On the December 13th date of the Public forum, given the potential for inclement weather and that it will be dark, it was recommended that Wheel-Trans investigate having a shuttle bus between the Front Street entrance and an accessible subway station. This shuttle will enable more Wheel-Trans conditional customers to use conventional services.

Raymond Dell'Aera mentioned that attendance at one of the two ACAT Information Sessions is mandatory for those who want to apply for ACAT membership. The two sessions are scheduled at Toronto City Hall on September 27 and September 28, 2018.

Raymond Dell'Aera informed the members that the TTC Family Day will be held on October 14, 2018 at Mount Dennis Division. Volunteers are needed for the ACAT booth. Interested members are to contact Lodon Hassan for the schedule and booth times.

5. Review and Approval of August 30, 2018 Minutes

On a motion by Bobbi Moore and seconded by Angela Marley, the minutes of the August 30, 2018 meeting were approved with the following amendments:

- Addition: Farewell Presentation to TTC Chair Josh Colle.
- Item #9, Pre-Boarding Announcement Update: Insert "Members reiterated ACAT's recommendation regarding subway announcements: "Direction (eastbound / westbound / northbound / southbound) toward the terminal station (Finch / Vaughan / Kennedy / Kipling, etc.)."
- Item #10, Wheel-Trans 10-Year Strategy Update, addition as Comments and Questions from Committee Members:
 - "It was noted that access hubs are not located at subway stations, but in locations where there is no natural TTC source, so customers can wait to transfer to or from Wheel-Trans."
 - "Clarification on the escort policy is to be provided by staff, as it had been stated in the presentation that customers in Wheel-Trans buses who need help may be escorted from a Wheel-Trans bus to a conventional stop, especially if the bus is parking on a side street. In addition, customers with low vision will need an escort regardless of whether they are using FoS or Wheel-Trans.
 - Further comments were made regarding use of the word "escort", but it was agreed that the word is used as part of the policy's title."

6. Business Arising Out of Minutes/Outstanding Items

- Item: Lack of Tactile Information on Poles for Shared Bus Stops – This item will remain on the ACAT outstanding list, with an update to be provided by the Communications Subcommittee in December.
- Item: Communicating Emergency Procedures for Customers who Encounter Problems - Completed.

Business Arising

The minutes from the GTA Accessibility Advisory Meeting will be sent to the Committee members. Raymond Dell'Aera recommended that ACAT members review the minutes to decide what topics should be discussed at the next ACAT meeting.

7. Deputation: Howard Wax

Howard Wax delivered a presentation on the upcoming Toronto elections. For over six years, some ACAT members have been working with Toronto Elections and Wheel-Trans staff to ensure the 2018 Civic Election is accessible to all. Thanks were extended to the past ACAT

Chair Debbie Gillespie, present ACAT members, Wheel-Trans and FoS staff, who have helped to create an accessible election platform, with other organizations, in the accessible outreach network.

The following actions will be taken:

- Wheel-Trans will use Remote Trip Booking (RTB) and Interactive Voice Recognition (IVR) exclusively to message customers on how they can book rides to the polling stations. These two methods are considered to be the most effective and well received by customers.
- The Wheel-Trans message will remain consistent on the City of Toronto website: “Registered users of Wheel-Trans are encouraged to book their trips early as demand may be high on election day.”
- Election Services will have a dedicated phone number (in addition to the 311 Call Centre) to assist voters to get to the right polling station.
- The TTC and the Toronto City websites will be cross linked under “transportation to voting places.”
- Family of Services and the existing Community Buses will operate on a business-as-usual basis. Customers are well aware of these services.
- To assist voters with their polling station addresses, Election Services has sent out a voters’ information card to every voter on the current voters’ list.
- There will also be mobile voting polls to service those customers who are infirm and cannot leave their homes to vote. Customers who need such service are to call 311.
- Plans are now underway for the 2022 Toronto elections. Comments are welcome.

Howard Wax was thanked for his work on crosslinking the City and the election. TTC staff were also commended for their coordination efforts with the City.

8. Wheel-Trans 10-Year Strategy Update

Kathleen Barrett provided the update.

- Travel Training

Seventy-two customers have participated in either the general information session or formal training. Nineteen customers have completed the one-on-one training, with 10 in progress. More information sessions are planned along with six upcoming customer information recruitment sessions. ACAT members who wish to attend should contact Aislin O’Hara. A detailed presentation will be provided at the October 25, 2018 ACAT meeting.

- Updates to Wheel-Trans Customer Policy

The following policies are in the process of being finalized and will be made available on the website: Carry-on Items, Environmental Sensitivity, Support Person, and Companion policy.

Other policies for which an update had been provided earlier are the Door-to-Door, Vehicle Exception, and Travelling with Mobility Aids and Devices policy.

- Customer Service Handbook

Work is underway with Customer Service to draft the new handbook for Wheel-Trans customers. Feedback will be obtained from the Communications Subcommittee. The release is expected for the end of 2018.

- Family of Services (FoS)

The FoS is expanding to add 10 regular and six express routes. Work is being done to look for viable stop points and to understand the logistics of ideal transfer points, safety and requirements.

- Access Hubs

Hub deployment is continuing, as are collaborations with the City, property groups, and Service Planning. The Humber College access hub is scheduled for completion before the end of 2018, with the other hubs scheduled for the end of 2019, as per the accelerated schedule.

Comments and Questions from Committee Members

A comment was made that since the implementation of FoS, drivers are experiencing a larger number of No Shows. If a customer is not at the subway on time, the driver waits for five minutes and leaves.

The following suggestions were made:

- That data be collected on No Shows at subway stations to determine if the problem exists at a few stations or across the system.
- FoS trip bookings should be checked. If completed online, time should have been allotted in case of delays.
- Customers might be waiting in one area and the drivers in another. This should be checked.
- FoS staff who are online should be made aware of this issue and of the need to provide support to the customer. While the drivers' perspective is understandable, the customer is also facing the possibility of being stranded due to a missed connection.
- Comments made in the surveys regarding missed connections should be reviewed by staff as to why these incidents had occurred. There was agreement that more understanding is needed for the missed connections.
- It was further noted that the connection between Wheel-Trans and the subway is key to the customer having a successful FoS trip.

This item will be shared with the Contract Management team.

In response to a query, it was confirmed that the policies have all been reviewed previously by ACAT members. Further inquiries may be directed to Aislin O'Hara.

A suggestion was made that the language used in publications should be reviewed to ensure consistency with the language promoted by the Federal government in the "A Way with Words" publication.

9. Subcommittee Reports and Updates

Communications Subcommittee (CS) - Marian McDonell

There was no CS meetings held in September and the next meeting will be held on October 11, 2018. Debbie Gillespie and other members are invited to join the website discussions.

Comments and Questions from Committee Members

Note was taken about the prominence of the accessibility button on the navigation bar of the new TTC website. Further discussion will be held as to whether Wheel-Trans should be placed under accessibility or be placed separately.

The beta period is being extended and information is still being maintained on the current and beta website. Feedback is encouraged, as more features will be added. In response to a query, current and timely information is being placed on the old website.

Bus route information is still in development, and an update will be confirmed in the next couple of weeks.

Design Review Subcommittee (DRS) - Craig Nicol

The DRS update was provided by Debbie Gillespie. A DRS Meeting was held on September 5, 2018 and a Joint Metrolinx AAC and DRS Meeting was held on September 25, 2018.

DRS Meeting, September 5, 2018

- Christie Station Easier Access 3 (EA3) Design

Steve Stewart reviewed the 30% design which has 3 flow-through elevators. The design will be finalized by early 2019 with construction completion expected by 2023.

Subcommittee Questions and Comments:

DRS members commented on the number of power sliding doors at the entrance, concern about brick paving outside the entrance and the need for a Wheel-Trans stop on Christie Street.

DRS commended the straightforward wayfinding design and inclusion of tactile indicators at the top of stairs from concourse to platform.

- Clever Vision Display

Clever Devices provided a description of the system they are installing as part of the VISION project. This system will handle audible and visual stop announcements and provide data for existing LED signs. Signs will be synchronized with announcements and will function with or without cell connectivity.

There will be two signs in the aisle of each bus, one at the front and the other at mid-point.

Subcommittee Questions and Comments

It was recommended that displayed courtesy reminders not be duplicated in audio.

DRS recommended that the international symbol of access be displayed when a stop request button in the mobility device seating area is activated. The double chime signal should be retained.

DRS indicated that the traditional stop request "ding" is preferred over a disturbing "stop requested" audio announcement.

It was also recommended that the bottom of the display show elevator outages that relate to the route.

- Eglinton CrossTown Light Rail Transit (ECLRT)

Matt Hagg reviewed the action item table for DRS comments regarding ECLRT station designs. DRS expressed some frustration at slow/no response from CrossLinx; however, a number of items were resolved.

Subcommittee Questions and Comments

DRS made revision to a suggestion about the Science Centre station public accessible drop off suggesting it be relocated to Gervais Drive rather than be, as originally suggested, duplicated there.

It was suggested that DRS engage with the City of Toronto where stations and on street stops require accessible traffic signals.

- Other Business

Steve Stewart provided progress reports on:

- a) EA3 work at St. Patrick Station is expected to be completed in November.
- b) EA3 work at Royal York Station although earlier delayed is now back on track with completion expected in fall 2019.
- c) It is expected that contracts will be awarded for work on Bay, Lansdowne, Keele and Sherbourne Stations by the end of 2018.

Joint Metrolinx AAC and ACAT DRS meeting, September 25, 2018

Items discussed included floor numbering, Passenger Assistance Intercom, elevator control panel and platform emergency rescue zones. Other issues raised were:

- a) Delivery of a documented response to comments and suggestions received from the AAC and DRS.
- b) Concern that train (Bombardier) equipment for on train and pre boarding announcements avoid the exit messaging and pre boarding design announcement deficiencies that TTC is experiencing at terminal stations and dynamically handle on the fly short turn situations.

The next DRS meeting will be held on October 3, 2018.

Comments and Questions from Committee Members

Concerns were expressed regarding the pre-boarding announcements, and it was suggested that information should be dynamically handled by the LRT systems, to ensure relevant information.

Observations were made about the favourable reception of ACAT at the Metrolinx meeting. Acknowledgements were made by Metrolinx that better communication is needed. It was reported that Metrolinx staff will attend the November DRS meeting, all working towards the goal of better collaboration and to seek ACAT feedback sooner on projects. An overview was also provided of the differences between advisory committees of the TTC versus that of Metrolinx and how that affects transit decisions, as well as communications.

A discussion also ensued on what agency is responsible for different parts of the Eglinton Crosstown operations as customers will not make a distinction between the TTC and Metrolinx. It was also expressed that customers should be made aware of where feedback and complaints should be addressed.

Service Planning Subcommittee (SPS) – Thomas Richardson

There was no SPS meeting held in September. The next SPS meeting is on October 3, 2018.

Wheel-Trans Operations Committee (WTOS) - Lynn McCormick

A WTOS Meeting was held in August 9, 2018 (Deferred from last ACAT Meeting) and September 6, 2018.

WTOS Meeting – August 9, 2018

- New Bus Update

John Boucher, Manager – Lakeshore Garage, discussed the details of standards and modifications that were checked on Bus numbers 529, 530, and 531. It was reported that they were above standards, whereas Bus #527 standards were below. Work orders for

modifications will go through for buses as they come in for regular maintenance. There will be 2 buses taken out for a drive for testing so modifications can be started.

- Remote Trip Booking (RTB) Update

Charlene Sharpe discussed the new developments of the internally-developed program. Currently, an online preliminary booking system is being explored. Charlene explained that there will be a few added features such as a direct link to the Dispatching system. Marilyn Sinanan, Subject Matter Expert, Customer Service presented the proposed online booking model. WTOS was asked for feedback for consideration of future planning.

- Wheel-Trans 10-Year Strategy Update

Dean Milton reported that the Pilot Project ended in April 2018, and included all subway stations and 5 bus routes with a total of 44 transfer stops. The next steps for FoS direction would be to include more surface routes (bus and streetcar).

WTOS Meeting – September 6, 2018

- Briefing on Contracted Services

The rate of complaints from customers regarding Accessible Taxis (ATs) has been reduced, even though the system is carrying more people.

The request was made for the contractor to meet with WTOS in order to directly discuss accessibility standards. Members were informed that ACAT's feedback has been strongly impressed on the company, as well as the ability to make changes to the website and mobile app. A new demonstration of the software will be held on October 4, 2018 and further inquiries will be made into the attendance of an ACAT representative at that meeting.

- Online Trip Booking System

The map and trip portion of the online Trip Booking system will be adjusted to make the trip portion bigger and the map smaller. The map will be added to a mobile app in a future update, and will have tap capabilities for customers to indicate where they want to be picked up.

A suggestion was made that a widget be added to alert customers as to the number of their "Life Happens" points within a month and to reset the number after the month has ended. This feature had been discussed earlier, but will not be part of the initial rollout.

The online booking systems' capacity has been quadrupled, with brand new servers. In anticipation of future higher ridership, the software will be able to accommodate 50,000 trips a day, approximately three times more than the current 15,000 trips a day.

- Wheel Trans Day to Day Operations

Further feedback was provided regarding the length of time before calls are returned, with some customers waiting over an hour for call backs. It was advised that if this continues, customers will refuse to use the call back feature. It should also be stressed that customers will not lose their place in the queue if they request a call back.

The next WTOS meeting will be held on October 4, 2018.

Comments and Questions from Committee Members

A personal experience was relayed of calling three times, but not getting a response at each attempt. A recommendation was made that a message about technical difficulties be added to the call back feature, so that customers do not stop using the service. This item will be discussed further at the October 4 meeting.

In response to a query about the length of time it takes to receive a call back, it was noted that with the new system, calls that used to be deflected or bounced are now being handled by staff. Work is also being done on maintaining customers' virtual places in queue.

It was noted that the system accommodates 16,000 riders per day, which also reflects on the number of calls received and processed.

The suggestion was made that the previous IVR messages should be retained, such as warnings not to wear scent. It was noted that messages are kept for a certain number of weeks, after which they are replaced. This item will also be discussed at the October 4 meeting.

In response to a query, the Reservations system is now accepting 66% more calls. Further data will be provided on answered calls prior to and after the launch of the new system, as well as the percentage of customers getting callbacks. There are also plans to expand the new telephone system to the Priority Line as well.

Members were asked to report any errors on a case by case basis.

The suggestion was made that during travel training sessions, customers should be trained on how to use the online system.

Feedback was also provided that, due to the amount of time it takes to get a call back, agents should identify themselves during the call and inform customers that they had requested a call back.

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

DRS:

- EA3 Design Review for Christie Station
- Review of Clever Vision Displays for the VISION System on Buses
- Review of ECLRT Station Comment Action List

WTOS:

- Modification to map and trip portion on the Online Trip Booking

- Meeting with Taxi Contractors requested to discuss Accessibility Standards

11. Report on Customer Liaison Panel (CLP), Craig Nicol

The Customer Liaison Panel did not hold any meetings in September.

12. CEO Update

The CEO was unable to attend the meeting.

13. Review of Correspondence

ACAT did not receive any correspondence since the last meeting.

14. Other / New Business

Call for Input for regarding City of Toronto Vehicles for Hire

The City of Toronto is currently renewing its policies on vehicles for hire, and it was questioned if these vehicles have to meet accessibility standards. The comment was also made that this issue may refer more to competition between ride sharing services and taxis.

It was stated that as an advisory body, ACAT does not have any input into this issue, as Wheel-Trans has its own rules and procedures for working with accessible taxis. The issue does not concern services provided by the TTC. ACAT will continue to monitor the issue and also voice support for ATs and vehicles contracted to the TTC.

Communications Underground at St. Clair West Subway Station Bus / Streetcar Platform for Wheel-Trans Customers

It was reported that the Wheel-Trans stop at the St. Clair West Station is underground where the Wheel-Trans Stop Bus Bay is located. However, drivers and other staff are not aware of where the stop is located. In addition, there is no cell phone reception underground and the No Show Board is located at the station entrance on St. Claire Avenue West. The No Show Board should be placed at the WT Stop on the bus and streetcar platform, so that drivers come underground. There should be a phone line that is linked to the Priority Line.

It was observed that the location of Wheel-Trans stops at subway stations is critical to the success of FoS. This issue needs to be resolved so that no shows do not continue. Feedback was also provided that navigation in the station is confusing. Education also needs to be provided for both customers and drivers to read landmark addresses thoroughly.

Members had originally been informed that only ATs and WT buses would pick customers up at Wheel-Trans stops and stations, and that sedans would not be waiting outside. This has not been the case. The importance of resolving of not having enough space for accessible taxis and sedan taxis was also emphasized, especially with the expansion of FoS.

Recommended solutions include the need for customers to be informed that their ride has changed, so they can recognize the vehicle.

The Committee moved that staff give a higher priority to resolving inconsistencies of Wheel-Trans pick up and drop offs at subway stations.

Motion: Moved by Mazin Aribi, seconded by Louise Bark. ACAT recommends that staff give higher priority to resolving inconsistencies with Wheel-Trans pick up and drop offs at subway stations in support of FoS. Carried (Unanimous).

Update on Audio Stop Request Announcements

A report was made of a 11 Bayview bus that featured verbal “stop requested” announcements. Feedback had been provided that this is not desired and that the announcements should be in the traditional form of an audible chime instead.

It was noted that in 2013, ACAT recommended that Express Buses announce the next stop and to also announce “Arriving At...” when approaching the stop. This was piloted and is on the 95 York Mills Express and this announcement is now occurring on other Express routes.

15. Next Meeting

The next meeting of ACAT will be held on Thursday, October 25, 2018, from 1:00 to 3:30 p.m., at 1900 Yonge Street, 7th Floor Boardroom.

16. Adjournment

On a motion by Anita Dressler, the meeting was adjourned at 3:51 p.m.

Temi Adewumi
Recording Secretary

TORONTO TRANSIT COMMISSION

COMMITTEE MINUTES

Minutes of Meeting: Advisory Committee on Accessible Transit
Meeting No. 335

Meeting Date: Thursday, October 25, 2018

Location: 1900 Yonge Street
7th Floor Boardroom

Present: Raymond Dell'Aera, Chair
Mazin Aribi, Co-Vice Chair
Angela Rebeiro, Co-Vice Chair
Louise Bark
Mary Burton
Anita Dressler
Debbie Gillespie
Jessica Geboers
Angela Marley
Lynn McCormick
Marian McDonell
Bobbi Moore
Craig Nicol
Thomas Richardson
Lauri Sue Robertson

Pool Members: Scott McArthur
Igor Samardzic

TTC Representatives: Matt Hagg, Senior Planner – System Accessibility
Heather Brown, Manager - Customer Communications
Alicia Sgromo, Project Coordinator, Communications
Rick Leary, Chief Executive Officer
Eve Wiggins, Head of Wheel-Trans
Paolo Chermaz, Divisional Manager, Eglinton Division
John Boucher, Manager - Lakeshore Garage
Dwayne Geddes, Manager - Customer Service, Wheel-Trans
Ashley Elliott, Human Rights Consultant, Diversity & Human Rights
David LoPresti, Assistant Manager - Contracted Services
Aislin O'Hara, Project Lead – Customer Service, Wheel-Trans
Desrienne McIlwrick, Travel Trainer, Wheel-Trans
Louise Riggi, Project Co-ordinator, Wheel-Trans

Copies: Rick Leary, Chief Executive Officer
Kirsten Watson, Acting Deputy CEO/Chief Customer Officer
Collie Greenwood, Acting Chief Service Officer
Susan Reed Tanaka, Chief Capital Officer
Dan Wright, Chief Financial Officer
Brad Ross, Executive Director – Corporate Communications
James Ross, Acting Chief Operating Officer
Eve Wiggins, Head of Wheel-Trans
Jacqueline Darwood, Head of Strategy & Service Planning
Deborah Brown, Acting 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 September 27, 2018 Minutes
6. Business Arising Out of Minutes / Outstanding Items
7. Deputation: Chris Stigas
8. Update on Taxi Contracts
9. CEO Update
10. Wheel-Trans 10-Year Strategy Update
11. Subcommittee Reports and Updates
 - Communications
 - Design Review
 - Service Planning
 - Wheel-Trans Operations
12. ACAT Subcommittee Meeting Highlights for the Next TTC Board Meeting
13. Report on Customer Liaison Panel
14. Review of Correspondence
15. Other / New Business
16. Next Meeting - November 29, 2018
17. Adjournment

1. Call to Order / Attendance

Raymond Dell'Aera called the meeting to order at 1:10 p.m. and attendance was taken.

2. Declaration of Conflict of Interest

Nil.

3. Approval of Agenda

On a motion by Anita Dressier and seconded by Marian McDonell, the agenda was approved with the following amendment:

Addition under New Business: Call for input regarding PRESTO payment and tapping system

4. Remarks from ACAT Chair, Raymond Dell'Aera

Raymond Dell'Aera asked that a moment of silence be observed for Joan Jordan who passed away on September 22, 2018. Joan Jordan was a valuable colleague and a member of ACAT from 2015 to 2017.

Raymond Dell'Aera stated that the deadline for the submission of applications for ACAT membership has now passed. During the month of November, applications will be reviewed and interviews will be held to select five new members for 2019.

Raymond Dell'Aera informed ACAT members that he was interviewed by the Disability Channel station. During the interview, he discussed accessibility issues regarding the TTC and the role of ACAT. He will pass along details of the filming and how to watch the interview once they are received.

5. Review and Approval of September 27, 2018 Minutes

On a motion by Angela Marley and seconded by Craig Nicol, the minutes of the September 27, 2018 meeting were approved with the following amendments.

- Item #4, Remarks from ACAT Chair, 3rd paragraph, a third bullet to be added: "Given the potential for inclement weather and that it will be dark on the date of the TTC Public Forum on December 13, 2018, Wheel-Trans should investigate having a shuttle bus between the Front Street entrance and an accessible subway station. This shuttle will enable more Wheel-Trans conditional customers to use conventional services."
- Item #14, 1st paragraph, under: Communications Underground at St. Clair West Subway Station, amend to read, "It was reported that the Wheel-Trans stop at the St. Clair West station is underground where the Wheel-Trans Stop Bus Bay is located. However, drivers and other staff are not aware of where the stop is located. In addition, there is no cell phone reception underground and the No. Show board is located at the station entrance on St. Clair Ave West. The No Show Board should be placed at the WT Stop on the bus and streetcar platform, so that drivers come underground. There should be a phone line that is linked to the Priority Line."

- Item #14, Other / New Business, under Update on Audio Stop Request Announcements, amend to read, “A report was made of a 11 Bayview bus that featured verbal “stop requested” announcements. Feedback had been provided that this is not desired and that the announcements should be in the traditional form of an audible chime instead.”

It was noted that in 2013, ACAT recommended that Express Buses announce the next stop and to also announce “arriving at...” when approaching the stop. This was piloted and is on the 95 York Mills Express and this announcement is now occurring on other Express routes.”

6. Business Arising Out of Minutes / Outstanding Items

- Item: Give Higher Priority to Resolving Inconsistencies with Wheel-Trans Pick Up and Drop Offs at Subway Stations in support of FoS

At the September 27, 2018 ACAT meeting, a motion was made to request that TTC prioritize correcting the inconsistencies with Wheel-Trans stops at subway stations. ACAT members met with Wheel-Trans staff to discuss this topic and provide recommendations. Staff will determine what is feasible and how the recommendations will be integrated.

Business Arising

- TTC Public Forum on December 13, 2018 at Metro Toronto Convention Centre (MTCC)

The Wheel-Trans section of the TTC website has been updated to include correct date and location details for the Public Forum.

Customer Communications has confirmed that no shuttle bus service from St. Andrew Station will be available; however, door to door Wheel-Trans service is available.

It was confirmed that pick up and drop off locations at the MTCC will be on Front Street. A staging area will be set up.

Advertising regarding the Public Forum will be played on screens in subway stations and promoted on social media channels in the coming weeks. A livestream will be available and will be heavily promoted for those who cannot attend and would like to participate.

- GTA Accessibility Advisory Committee (AAC) Joint Meeting

The minutes have been provided. The next meeting is being planned for the spring of 2019. The ACAT Executive will be discussing the next steps and will reach out to parties involved to discuss logistics. The meeting invitees will once again include staff and executives.

- Concerns Regarding Cellular Communication at St. Clair West and Don Mills stations

ACAT members met with Wheel-Trans staff to discuss concerns regarding cellular communication at St Clair West, Don Mills, and York Mills stations. Wheel-Trans staff will follow up on this item.

- Subway Train Pre-Boarding Announcements

In November 2018, TTC staff plans to conduct a site visit to demonstrate to ACAT the revised wording on the subway train pre-boarding announcement system to address previous ACAT comments.

7. Deputation: Chris Stigas

Chris Stigas delivered a deputation to highlight his recent experience while riding Line 1 and to ensure accessible options are clearly noted and available in the event of subway closures.

Prior to his journey, Chris Stigas visited the TTC website and was informed that there was a closure at Eglinton Station and that shuttle buses would be provided. He boarded the subway at Finch Station and headed south. When he reached Lawrence Station, an announcement came on instructing all passengers to exit as the train would be terminating. Lawrence Station is not an accessible station. In order to take a shuttle bus, Chris Stigas would have needed to get off at the previous station, York Mills, which is accessible.

A suggestion was made that, in situations like the one described, two announcements should be made -- one to announce the final accessible station and a second announcing the final station stop.

Comments and Questions from Committee Members

When you travelled back to York Mills, was staff available to direct and inform you that Wheel-Trans was available? Chris Stigas replied that Wheel-Trans was clearly identified once getting off that station but it was not announced over the subway system.

Did you receive alerts of the closure on the website? Chris Stigas stated that the website listed that Eglinton station was closed and shuttle buses would be available. No mention of the last accessible stop.

Was Wheel-Trans available at the York Mills station or did you have to call for one? Chris Stigas stated that he had to wait a few minutes for a Wheel-Trans bus to arrive as it was out at the time.

Staff responded to the deputation and described the current procedures and the actions that will be taken to resolve the issues raised in the deputation.

- That a two-announcement system is supposed to be used in these situations. An Operator must make the accessible station announcement manually as this is not automated.
- In the situation that Chris Stigas described, a manual announcement was not made. Staff apologizes for this and will be doubling their efforts to ensure that all announcements are made on every trip when arriving at the York Mills station.
- A Supervisor will be conducting random audits during the next subway closure to ensure the two-announcement system is being used properly.

- Staff will ask that alerts to announce closures and final accessible stops are also added to the website.

Chris Stigas was thanked for taking the time to address these issues with ACAT members.

8. Update on Taxi Contracts

David LoPresti advised that an outside consultant has been hired to complete a review of taxi contracts. The objective is to review the current contracts as well as the previous contracts from the year 2009 until 2014. Wheel-Trans services, as well as driving and training requirements, in cities of similar size and service delivery (e.g. Montreal, Chicago, York Region, Calgary, and Atlanta) will be reviewed for comparison. Recommendations will be made on improvements to the current contracts.

David LoPresti stated that two public consultations will be held in the month of December 2018. An Industry-Specific Consultation will be held on December 7 at Eglinton West, York Civic Centre, 1:00 p.m. to 3:00 p.m., and expected to attend are drivers, contractors, alternative transit providers, and non-profit agencies. An evening public session will be held on December 10, 2018 in the Memorial Hall in North York from 6:00 p.m. to 8:00 p.m. and expected attendees are members from ACAT, customers, and the public who are interested.

A link will be provided for anyone attending at home or for those interested in providing feedback online.

David LoPresti also informed ACAT that staff is currently working to get a PRESTO solution for the Sedan Taxis so they can accept PRESTO payments, by the second quarter of 2019. The preferred solution is an app on a tablet that the customer can tap. Staff will review how other transit systems are utilizing PRESTO systems and determine recommendations. A suggestion was made to review Vancouver's current system for comparison.

Comments and Questions from Committee Members

When will information be gathered from stakeholders? Staff is hoping to provide an update by first quarter in 2019.

A concern was made about cell phones being used by taxi drivers while under contract. Taxi drivers are provided their own schedule and GPS. Therefore, they do not need to communicate with the office while driving.

A comment was made that the review and public consultations are an excellent opportunity to improve conditions and job satisfaction for taxi drivers. A suggestion was made to review current and previous contracts as well as customer complaints to determine what areas need to be improved.

A suggestion was made to promote the public consultation in taxi news and the Toronto Metro to generate more feedback from taxi drivers.

9. CEO Update

CEO Rick Leary stated that, with the recent municipal elections, changes will be made to the TTC Board. Only one of the existing Board members will be returning. The size of the Board and number of members is not yet known.

Regarding the issues that customers are experiencing loading payment on PRESTO cards, Rick Leary stated that discussions have been held with Metrolinx to address these concerns.

Rick Leary stated that, by end of 2019, all of the low-floor streetcars will have arrived. This will have a positive effect on accessibility and the customer experience. Operators are currently in the process of receiving AODA training. All streetcar and bus Operators will receive the training.

Comments and Questions from Committee Members

Will ACAT have the opportunity to be involved in AODA training for Operators? It was noted that training for Operators should be an ongoing activity.

Discussions were raised regarding issues surrounding the use of PRESTO cards. Many customers are experiencing issues understanding how to use the card. Cognitive issues or second languages must be taken into account when providing instructions. More education needs to be emphasized on teaching customers how to use the cards. Education may need to include icons to simplify the message.

Many comments were expressed surrounding issues with the location of the PRESTO card readers when getting on the bus. It can be difficult to reach the reader when using assistive devices to get up the ramp, and a second location for the reader may be necessary. A suggestion was made to have staff complete a strong audit of where PRESTO card readers are located and ensure they are placed in convenient and accessible locations. This issue will be taken away and addressed at the next meeting.

ACAT members commented on the TTC Board changes and the importance for Board Members to have knowledge about accessibility and to ensure that issues are properly represented on the Board. A suggestion was made for ACAT to have a representative on the Board and/or be involved in the orientation of the new TTC Board Members. ACAT members also urged that the new TTC board include someone with a disability. Rick Leary responded that he would pass the suggestion along and ensure the Board is inclusive.

10. Wheel-Trans 10-Year Strategy Update

A presentation was made by Aislin O'Hara, Desrienne McIlwrick, Louise Riggi, Brian Putre, and Daniel Waldman on the new Travel Training Pilot Program.

So far 110 customers have participated in the Pilot Program and 26 completed one-on-one sessions. Eight more outreach sessions are planned. Participants from all demographics have participated in the pilot including Daniel Waldman, the youngest participant at 17 years old, and Vivian, the oldest participant at 92 years old.

The purpose of the pilot is to implement this new type of program, measure its impacts, and eventually roll it out as permanent long-term initiative. Team members conducted industry research by reviewing UK and US best practices, and developed a curriculum and travel training handbook.

The team members worked with ACAT members to discuss how to create the travel handbook. Test sessions were also conducted with members of ACAT.

To join the program, customers contact a travel training Program team member. Customers then attend a 45-minute interactive orientation session where they complete a pre-survey for travel trainers to assess how often they ride transit and for what purposes. A team member will work with the customer to complete an intake form and map out meaningful routes that are custom to the customer's needs, making note of specific accommodations, accessible stations, ramps needed etc. Customers have the ability to receive up to 4 one-on-one sessions with their travel trainer. A travel trainer meets the customer at their home and they complete the route together.

A follow up survey is conducted 30 days following the session to learn about the impact the program has had on the customer.

Daniel Waldman presented on his findings from participating in the pilot program. At 17 years old, Daniel is the youngest participant. Daniel mentioned that he was hesitant to attend these trips as he had a fear of the subway and navigating over the subway gaps. A travel trainer was able to overcome his fear by pointing out the accessibility features that he was not aware of and would be helpful for him to utilize when travelling alone. He felt the learning process was easy to understand and allowed him to be more assertive with his rights while riding the subway.

Vehicle Exploration Day

Vehicle Exploration days have been held at Variety Village and Leslie Barns to enable potential conventional service customers to test getting on and off a bus and a streetcar using their mobility devices in a supportive setting when the vehicle is not in service. During the test, a presentation is conducted for the customers to experience how they will be supported.

More travel training information sessions will be held in the coming weeks. ACAT members who would like to attend will need to coordinate with the ACAT Chair.

Next Steps for the Pilot Program

An early findings analysis will be completed on October 30, 2018. A presentation to the Chief Service Officer (CSO) will be delivered on November 13, 2018. A first draft of the business case will be prepared with the final business case produced by December 10, 2018. The business case will address how to move the pilot program to a permanent travel training solution. Further findings will be presented at the ACAT meeting in February 2019.

Questions and Comments from Committee Members

How often are travel training sessions completed and how long does a person have to wait to be accepted? Two sessions per month in different areas of the city are conducted and no wait list is required.

Time of day and crowding can be a barrier to travel, how would team members deal with these situations? Addressing fear and anxiety is a major component of the program. The first session is geared towards setting a customer up for success. Teaching opportunities are available on routes outlining ways for the customer to navigate difficult situations.

Is there an opportunity for customers to take the program again to learn additional routes if needed? Team members would like to get ACAT's opinions on how to run the program

long-term. A comment was made that the team members need to be flexible when rolling out a long-term program to accommodate all customers' needs.

It was mentioned that team members were contacted by Northern Heights Secondary School for the deaf to provide a program for students graduating that do not have access to a school bus system. Team members will be meeting with the school in the next two weeks.

Originally, team members were recruiting Wheel-Trans customers and team members found that the majority of customers who approached them to take part in the program were conventional travellers. Team members are intentionally trying to support travellers to take conventional transit as an alternative to Wheel-Trans services.

11. Subcommittee Reports and Updates

Deferred to next month's meeting.

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

Deferred to next month's meeting.

13. Report on Customer Liaison Panel

Deferred to next month's meeting.

14. Review of Correspondence

Nil.

15. Other / New Business

PRESTO Cards

It was stated that customers are experiencing issues understanding the payment system and also tapping PRESTO cards on readers. Focus needs to be placed on educating customers as well as correcting the location of readers to make tapping easier to navigate. Staff will discuss this issue and report back.

Metrolinx Public Accessibility Meetings are going to be held in November. More information will be provided to ACAT members.

16. Next Meeting

The next meeting of ACAT will be held on November 29, 2018 from 1:00 p.m. to 3:30 p.m. at 1900 Yonge Street, 7th Floor Boardroom.

17. Adjournment

On a motion by Mazin Aribi, the meeting was adjourned at 3.51 pm.

Brittany Haavaldsrud
Recording Secretary