



Advisory Committee on Accessible Transit

May 28, 2021

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 meeting of February 25, 2021, March 25, 2021, and April 29, 2021 to the June 16, 2021 Board Meeting for information (attached).

Thank you.

Sincerely,

Igor Samardzic
2021 ACAT Chair

Attachment

TORONTO TRANSIT COMMISSION

COMMITTEE MINUTES

Minutes of Meeting: Advisory Committee on Accessible Transit
Meeting No. 363

Meeting Date: Thursday, February 25, 2021
1:00 p.m. to 3:30 p.m.

Location: Virtual meeting via Webex

Present: Igor Samardzic, Chair
Debbie Gillespie, Co-Vice Chair
Chris Stigas, Co-Vice Chair
Margo Brodie
Gwyneth Dalzell
Carmen Galvan
Sean Hollingsworth
Angela Marley
Jonathan Marriott
Craig Nicol
James Pyo
Lauri Sue Robertson
Sam Savona
Janice Shachter
Mahendan Sivabalasundaram

Pool Members: Kim Pearson
John Rae
Rhonda Cheryl Solomon
Howard Wax

TTC Representatives: Rick Leary, Chief Executive Officer
Jim Ross, Chief Operating Officer
Dwayne Geddes, Head of Wheel-Trans
Stephan Boston, Chief Instructor, Operations Training
Centre
John Boucher, Manager – Lakeshore Garage, Wheel-Trans

David LoPresti, Manager – Contracted Taxi Services,
Wheel-Trans
Heather Brown, Manager – Customer Communications
Loris Dametto, Program Manager – Bus & Wheel-Trans
Procurement, Vehicle Programs
Dean Milton, Manager – Strategic Initiatives, Wheel-Trans
Charlene Sharpe, Manager – Divisional Manager, Wheel-
Trans
Lodon Hassan, Assistant Manager – Customer Service,
Wheel-Trans
Radamiro Gaviria, Human Rights Consultant
Matt Hagg, Senior Planner – System Accessibility
Desrienne McIlwrick, Travel Specialist, Wheel-Trans
Lema Salaymeh, Senior Community Liaison

Invited Guests: Commissioner Julie Osborne, TTC Board Member

Items Discussed

1. Call to Order / Attendance
2. Declaration of Conflict of Interest
3. Approval of Agenda
4. Remarks from Rick Leary, Chief Executive Officer
5. Remarks from ACAT Chair
 - a. TTC Board Meeting and Accessibility Matters
 - b. ACAT Executive Quarterly Meeting with TTC CEO and TTC Chair
6. Review and Approval of January 28, 2021 Minutes
7. Outstanding Items
8. Deputation: Nil
9. Review of Correspondence: Nil
10. COVID-19 Updates
11. Terms of Reference Update
12. Subcommittee Reports and Updates
 - Communications
 - Design Review
 - Service Planning
 - Wheel-Trans Operations
13. Wheel-Trans Transformation Updates
14. Other / New Business
15. Next Meeting – March 25, 2021
16. Adjournment

1. Call to Order / Attendance

ACAT Chair Igor Samardzic called the meeting to order at 1:16 p.m. and attendance was taken.

2. Declaration of Conflict of Interest

Nil.

3. Approval of Agenda

On a motion by Sam Savona, seconded by Craig Nicol, the agenda was approved.

4. Remarks from Rick Leary, Chief Executive Officer

Rick Leary, Chief Executive Officer congratulated the ACAT Chair Igor Samardzic and Co-Vice Chairs Debbie Gillespie and Chris Stigas that were introduced at the February 10, 2021 Board meeting.

He wished everyone to stay warm and safe during the pandemic. Rick mentioned two exciting developments in Wheel-Trans service, the improvements of wait times for Reservations with the Telus third party contract and the 7m ProMaster vehicles. A few years back there were problems with the system that lead to customers waiting hours to get through to Reservations. He thanked ACAT members working with TTC together to improve the system for everyone. Rick also thanked ACAT members for the positive feedback on the 7m ProMaster vehicles as well as from individuals who have used and tested it. A few modifications are in progress as a result.

Questions and Comments from the Committee

Members strongly emphasized the need for the integration of accessibility issues throughout the upcoming Five-Year Corporate Plan which was agreed upon by Rick Leary, Chief Executive Officer. He advised work will be done in collaboration with ACAT.

Members expressed concerns regarding the accessibility of the new TTC website.

Staff explained that the website was brought up at the last Communications Subcommittee meeting and members will be provided access to the beta version of the new website set to be tested in the second week of March. A Special Communications Subcommittee meeting is scheduled for March 18, 2021. Members of the Digital Communications team and Information Technology Services will be present at the meeting to hear the committee's feedback prior to the launch of the new TTC website. Previous feedback from the Communications Subcommittee from an earlier beta version of the website was incorporated and the new website is getting close to public launch. The Special Communications Subcommittee meeting will be the final

opportunity to test the website from all levels including accessibility design and ease of use before it goes live.

Members expressed concerns about accessibility with the integration of LRT and TTC.

Staff explained that the budget related to the Crosstown was approved by the City Council. The budget will enable the TTC to hire staff at the end of 2021 in order to start with commissioning in early 2022. Other expansion projects are the Line 1 North, the Line 2 East, the Eglinton Crosstown LRT West extension and the Ontario Line. Monthly meetings have been setup for the past several months to go over the roles and responsibilities of the TTC in these expansion projects as well as from an accessibility standpoint.

Members inquired about the quality of training for Telus representatives in comparison to Wheel-Trans Customer Service Agents.

Staff explained the Telus representatives are provided the training with the same level of expertise and awareness on accessibility issues.

Members inquired about the Fair Pass Discount Program that is aiming at improving economic gaps and were wondering if that was going to be addressed in the new Corporate Plan going forward.

Staff explained that new applications to the Fair Pass Discount Program were paused due to the pandemic but has been recently reactivated by City Council who made the recommendation to expand that program through a motion. The Program is going to be reexamined at the Board meeting in May for future recommendations. There will be future opportunities for roundtable discussions and TTC will be sharing information on its website and social media regarding the item. Future presentation will be offered at an upcoming Service Planning Subcommittee meeting.

Members noticed a lack of awareness from TTC staff regarding disability issues with the example of the TTC Head Office where accessible washrooms have been used by TTC staff. Members have also witnessed TTC vehicles parked in front of an accessible entrance or designated accessible zones.

Staff will work on enforcing the policies regarding accessibility and create a reminder for staff.

5. Remarks from ACAT Chair

ACAT Chair Igor Samardzic remarked that the ACAT Executives have received feedback to make ACAT meetings accessible to the public again. These meetings were held in person at TTC Head Office, 1900 Yonge Street and were open to the public for anyone to attend. Since the pandemic, ACAT meetings have been held virtually and inaccessible to the public. TTC staff have taken this issue away and will explore potential solutions such as using Webex Events feature. The experience should be similar to the actual Webex platform that is currently used with a slight change that allows for a link to be posted on the TTC website where individuals from the public can view the meeting. The new system is not implemented for the present meeting but will be tested prior to the next ACAT General meeting. A reminder email will be sent out regarding privacy since the meetings will be open to the general public.

ACAT Executives have been working with TTC staff to compile a list of TTC and Wheel-Trans acronyms for new and returning members. ACAT members are reminded to limit their use of acronyms or to spell them out when using them.

At the January 28, 2021 ACAT General meeting members expressed a desire to organise a virtual social gathering due to the limitations of virtual meetings. ACAT members do not experience the same type of interaction as in person meetings. A virtual ACAT social gathering is scheduled for March 5, 2021. Both TTC staff and ACAT members have been invited with the intention to get to know each other better through sharing experiences, stories and meaningful conversations.

ACAT Chair reminded that each subcommittee has a Chair who provides a report back to all members of what took place at their specific meetings. The ACAT Executives will provide a template to ACAT Subcommittee Chairs once completed. The goal is to streamline and make the report back process easier in terms of distilling information that is critical to include and who is to be included in emails.

a. TTC Board Meeting and Accessibility Matters

The TTC Board met on February 10, 2021. Chief Executive Officer Rick Leary gave an extensive presentation on a variety of different performance measurements and scorecards, including ones on ridership numbers that are gradually increasing. The data on mask compliance is quite high, and other data within the presentation referred to wait times for Wheel-Trans Reservations.

The Reservations average wait time has been brought down to 2.4 minutes, a significant improvement from previous wait times. Wheel-Trans continues to be used for essential trips during COVID-19 lockdown.

Chair Jaye Robinson and Board members remarked on the e-scooter motion TTC passed a couple of months ago and the TTC Corporate Plan which ACAT looks forward to working with TTC staff to ensure there is an accessibility focus within the Corporate

Plan for the next couple of years. There was a Waterfront LRT consultation separate from the Board meeting. ACAT members attended the meeting and provided questions.

Members who are interested can view the TTC Board meeting via the YouTube page, as well as the TTC website. Both full and past presentations are available.

The next TTC Board meeting is scheduled on April 14, 2021.

b. ACAT Executive Quarterly Meeting with TTC CEO and TTC Chair

The ACAT Executives meet quarterly with the TTC's Chief Executive Officer as well as other TTC Board members and TTC Staff to discuss high level issues that are of concern. ACAT members are encouraged to reach out if they would like to bring issues at these meetings. The next ACAT Executive Quarterly meeting with TTC CEO and TTC Chair is scheduled on March 9, 2021.

Questions and Comments from the Committee

Members have noticed that people using screen readers can only access Webex meeting through their browsers which could potentially be an issue.

Members suggested creating 2 generic email addresses: one for the ACAT Executives and one for the ACAT committee to encompass all 18 members for easier contact.

6. Review and Approval of January 28, 2021 Minutes

On a motion by Janice Shachter, seconded by Lauri Sue Robertson, January 28, 2021 Minutes were approved with no amendments.

7. Outstanding Items

Outstanding items

- Item: Review of the Impact of Curb-Side Bike Lanes on Wheel-Trans Customers and Operators in Accessing Certain Pick-Up / Drop-Off Locations – Ongoing. No updates since October 29, 2020.
- Item: Update on the New TTC Website and Updated Station Descriptions which have been on hold – Ongoing. No updates. Staff has provided an update at the February Communication Subcommittee Meeting. A second meeting is scheduled.
- Item: ACAT Terms of Reference - Staff liaison, ACAT Exec and ACAT to review for appropriate amendments meeting current and relevant standards, procedures and terminology. Item was recently added.

Future Items

- Item: GTHA Accessibility Advisory Committee (AAC) Joint Meeting – Ongoing.
- Deputants - Meenu Sikand and Dennise Carrasco- Service on Kilgour Road as it relates to Holland Bloorview Children Rehabilitation Centre - This item will be addressed when Line 5 is almost operational.

Questions and Comments from the Committee

Members suggested reorganizing outstanding items and separating them from future items that do not require regular updates.

8. Deputation

Nil.

9. Review of Correspondence

Nil.

10. COVID-19 Updates

Heather Brown, Manager of Customer Communication presented the new item 10. COVID-19 Updates. She explained this was an opportunity to explore current issues and updates in the TTC system from a COVID-19 related perspective.

Mask Distribution Program

A mask distribution program is currently underway. Customers who do not have masks upon entering the system will now be offered a mask at any subway station. They can pick one up from the Collector or Customer Service Agent at TTC subway stations. In addition, other TTC staff such as TTC Supervisors that work at Transit Control, Bus Transportation, Streetcar Transportation, the Fare Inspector team and Special Constables are helping to distribute masks in key hotspots across the transit network such as busy bus stops and in Neighborhood Improvement Areas.

The mask campaign started last summer when the TTC first initiated the mandatory mask policy. The mask campaign will continue until COVID-19 vaccinations are completed and the TTC is able to ease its restrictions. Wheel-Trans also has masks available for customers on its vehicles.

New Mask Campaign

On March 1, 2021, the TTC will be launching a new mask campaign. This campaign will focus on reminders about the importance of wearing your mask, covering your nose mouth and chin. The imagery that the TTC has been using to date with graphic people has been changed to real photography based on stock images of people wearing

masks with reminder messages on their masks. Although TTC mask compliance from customers is quite high across the system, with a 97% compliance rate, feedback remains that either customers or TTC staff may not be wearing masks. Some people may be wearing masks but they pull them under their chin to eat or drink while they are on the system. The campaign is thus a further reinforcement of the safety measures that are in place.

Questions and Comments from the Committee

Members suggested involving law enforcement officers in order to enforce the mask policy on TTC transit vehicles.

Staff explained that for now the mask policy was not enforced and that the TTC was rather focusing on educating the public on that matter.

Members suggested to request streetcar or bus drivers to trigger the pre-recorded announcement regarding the mask policy when they witness customers entering the system without a mask on.

Members also suggested to remind TTC operators about mask exemptions and to include people wearing a TTC "I am unable to wear a mask" button/card in the new mask campaign.

11. Terms of Reference Update

Staff and the ACAT Executive are considering updates to the ACAT Terms of Reference to reflect that ACAT meetings can now take place virtually. Other updates will be considered and ACAT members can make suggestions to staff and the ACAT Executives who will review and prepare a revised version before bringing it to ACAT for a vote.

Questions and Comments from the Committee

Members inquired if other documents that are part of the ACAT manual would be updated as well. ACAT Chair explained for now updates would be on the Terms of Reference but it would be profitable to update other documents as well.

Members suggested having more time to revise the Terms of Reference which was agreed upon.

A member suggested revising the process for approving minutes when fewer members than needed for quorum are present at the meeting.

12. Subcommittee Reports and Updates

Communications Subcommittee (CS) – Angela Marley, CS Chair

A CS meeting was held on February 4th, 2021 via Webex.

The first item was the election of the CS Chair. Angela Marley was nominated and acclaimed Chair for 2021.

Heather Brown, Manager of Customer Communications, provided an overview of the 2021 priorities for Customer Communications. The focus will continue to be on COVID-19 communications, reminding customers about wearing masks, how to properly wear them, and outlining the exceptions that exist.

Celebrating Black History Month in February, the TTC launched a new campaign recognizing prominent Black Canadians who have played instrumental roles in the public sector. The TTC will be celebrating its 100th anniversary in 2021. Various activities will be planned and more information will be shared at a later date.

Ian Dickson, Manager of Design and Wayfinding presented a comprehensive project about improving wayfinding on the TTC. He shared a new initiative the TTC is working on called virtual reality station models, that was presented to the Design Review Subcommittee. The TTC is actively advocating for ACAT involvement in TTC expansion projects that Metrolinx is planning. Members asked about potential design challenges when Metrolinx is leading the design and construction of TTC operating facilities. Staff explained that since the TTC standards for construction and design wayfinding exceeds the Ontario and National Building Codes, in terms of what is required for accessibility, it was challenging to convince partners to align with TTC standards.

There was a discussion of the impact of the increased ridership, that customers are having difficulty maintaining physical distancing on vehicles and that some are disregarding the COVID-19 decals on seats. In addition, members explained that customers with low vision cannot see the decal signs to follow the directions.

Alicia Fowlie, Senior Communications Specialist, Digital Communications, provided an update on the new TTC website. Members of Digital Communications team are working with both the user experience and Information Technology Services teams on the content and migration of the current TTC website to the new one. An accessibility checker tool was purchased in addition; a third party was contracted for another level of accessibility check on the website. A Special Communications Subcommittee meeting is scheduled for March 18, 2021.

Lema Salaymeh, Senior Community Liaison provided the Wheel-Trans Communications update. The self-serve portal video once complete will be sent to members. The Access newsletter will be sent out to members for review by mid-April 2021.

Highlights for the meeting are:

- New TTC website updates
- Communication regarding masks
- Decal signs regarding seating on vehicles

The next meeting is scheduled for March 4, 2021.

Design Review Subcommittee (DRS) – Craig Nicol, DRS Chair

A DRS held a meeting on February 3, 2021 via Webex.

The first item was the election of the DRS Chair. Craig Nicol was acclaimed Chair for 2021.

The second item on virtual reality station models was presented by Manager of Design and Wayfinding, Ian Dickson. These models will allow customers the ability to preview public areas of the stations stopping along the way to pan around their environment. The link will be on the TTC subway stations page and would be linked to Google Street View where users can enter from that platform. The internal link from a TTC stations page would provide additional features permitting links to other TTC data such as the systems map.

Members expressed concern that linked data would not be kept up to date. Customers are advised to check subway station pages for elevator and escalator status. DRS recommended incorporation of station descriptions and support for wayfinding the accessible route within the station including text based route description.

The next item on platform gap update was presented by Matt Hagg, Senior Planner – System Accessibility. Matt provided the status of GAP remediation to date and provided a schedule for work in 2021. Remediation involves bringing horizontal and vertical gaps at subway platforms within TTC standards.

Members raised issues of signage on streetcar platforms to identify the waiting location for the accessible entry. Transit Stops Planning and Wayfinding teams will be invited to an upcoming meeting to discuss this item.

DRS recommends that as soon as possible the subcommittee be involved in the TTC planning process for operation of Line 5, Eglinton Crosstown.

The next meeting is scheduled for March 3, 2021.

Service Planning Subcommittee (SPS) – Carmen Galvan, SPS Chair

The SPS meeting was held on February 3, 2021 via Webex.

The first item was the election of SPS Chair where Carmen Galvan was elected.

The second item was discussion on the subway entrance connection policy for third party developments. The report members received did not include specific requirements for third party entrance connections and these will be developed as part of the next phase. Once the policy is approved by the Board, the next phase is an update to the TTC entrance connection guide, which the TTC provides to developers. There is also an enforcement component to this policy which ACAT had brought up previously as something that was needed. Going forward all entrance connection proposals would need to go to ACAT for review and input for accessibility requirements, including if developers make a proposal for entrance connections that are not accessible (and not possible to be made accessible in the developers' opinion). All entrance connections will have to go through a technical review which is a process that has not been changed.

For next steps, members discussed that following Board approval from the February 10 meeting an engineering update is scheduled to be presented to ACAT at a later date. Members did ask about third party buildings where their hours of operations and the responsibilities of opening and closing building doors. Members have witnessed that some buildings are closed at times when the TTC is still operational. Staff explained that this is agreed on through a construction agreement, and the agreement varies on a number of factors so members also come into this sometimes the opening and closing of doors were decided by security guards who had time or closing doors when it was cold and so they asked about enforcing this construction agreement as well.

The third item discussed was the upcoming 2021 TTC Accessibility Plan Status Report, which will update the Board on the status of the TTC's 2019-2023 Multi-Year Accessibility Plan. The subcommittee discussed some of the things that have been completed so far, which include making all TTC streetcars accessible, beginning the study phase for the fourth phase of the Easier Access Program, trial of tactile signs at various locations and also PRESTO that has completed their rollout on Wheel-Trans taxis.

The TTC is upgrading centre platform wayfinding tiles, has opened an accessible TTC Photo ID Facility at Bathurst subway station and by the end of 2021 will complete an accessibility audit of transit stops and make TTC Lost Articles Office at Bay subway station accessible. Changes to Community Bus service will also be implemented. The TTC will launch an on-demand automated shuttle pilot in collaboration with Metrolinx.

Members had questions related to equity focused consultations, what they were and what they meant. The TTC hired Youth Ambassadors to consult with their communities. More information is available in the 2021 Annual Service Plan report to the Board from

December 2020. The report has been set out and the members asked for clarification on what transit audits were and that is just the purpose of auditing to see if all bus stops are accessible.

Highlights for the meeting:

- 2021 Accessibility Plan Status Report
- Updates on the third party entrance policy

The next meeting is scheduled for March 3, 2021.

Questions and Comments from the Subcommittee

Members inquired about TTC public reminders in the subway system about the first-on, last-off procedure which has not adapted to people with disabilities who have difficulty getting on and off the transit system.

Staff explained that the item has been discussed in the past but that it was long before COVID-19. Since then, the focus has been mainly on COVID-19 but the TTC is currently working on a multi-transit agency campaign that the Communications Subcommittee saw and provided feedback. The Communications team will finalize the materials but one of the pieces of feedback that was brought up was regarding a poster that alluded to first on and last off, but it did not go so far as to discussing the use of that terminology. Staff will take this item back for additional reminders to go out into the system.

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

The WTOS meeting was held on February 11, 2021 via Webex.

The first item was the election of the WTOS Chair. Sam Savona was nominated and acclaimed Chair for 2021.

Marco Iorfida, Wheel-Trans Scheduling and Policy Specialist provided an update on the subway landmarks on the landmark system. Five new subway stations became accessible: Runnymede, Wilson, Chester, Dupont and Bay.

Lodon Hassan, Wheel-Trans Assistant Manager of Customer Service presented an update on the Contact Centre for the month of January.

Lodon reported that the average speed of calls answered in the Reservation queue was 2 minutes and 17 seconds. Customer Service current average wait time was 7 seconds due to the lower calls during COVID-19.

Lodon also reported on the Wheel-Trans applications for Wheel-Trans service and customer service complaints and commendations.

New Applications

- 337 applications received
- 179 were conditional
- 88 were unconditional
- 102 were temporary
- 3 were ineligible

Eligibility Decisions

- 48% were conditional
- 24% were unconditional
- 27% were temporary and 1% were ineligible

A total of 210 customer service complaints and commendations were received, as follows:

- 2% – Telus Call Centre complaints
- 45% – Vehicle Operations complaints
- 2% – Vehicle complaints
- 17% – Service Delivery complaints
- 25% – Commendations

Second Sourcing Update

Cameron Penman, Wheel-Trans Manager of Customer Service presented the second source call centre update.

Cameron reported a three-and-a-half-minute wait time threshold when a customer calls Wheel-Trans Reservations and if the call is not answered past the threshold it will be automatically be rerouted to Telus Call Centre.

Performance tracking for Telus Call Centre is now set up. In December, Telus Reservationists answered calls approximately 13 % of all Wheel-Trans calls. In January, it was 16 % and in early February, Telus was up to approximately 30 % of the calls. Average calls per day prior to Telus launch in November was 1,178. Post launch and pandemic, in December the average calls was 966 and in January was 905.

Cameron reported the abandonment rate in January lowered drastically in comparison to pre-launch in November abandonment rate was 26 %, in December abandonment rate was 4.73 % and in January abandonment rate was 2.25 %.

Average wait time in November was 9 minutes 22 seconds, in December, 1 minute 33 seconds and in January, a slight raise but maintained at 1 minute 47 seconds under the new target of 2 minutes hold.

For the next steps, Wheel-Trans has been in communication with Telus and their dashboards and reporting tools. They have set up weekly and monthly meetings to discuss performance level agreement. The first measurement was abandonment rate, the second was wait time and both measurements were under 1 percent. The average wait time was between 1 to 3 percent. This has helped Reservations Centre lower the abandonment rate and achieving improvement.

Questions and Comments from the Subcommittee

Members inquired on the guidelines and standards to follow to determine what makes a Wheel-Trans stop and which department should be involved in that process.

Staff will report back at the next meeting.

Members suggested to not include commendations under complaints.

13. Wheel-Trans Transformation Updates

Dwayne Geddes, Head of Wheel-Trans and Loris Dametto, Vehicle Programs Manager – Bus & Wheel-Trans Procurement presented the item.

Dwayne reported Wheel-Trans has extended the 12 months' inactivity window for Wheel-Trans customers to 24 months. This means if customers have not used Wheel-Trans service their status will become inactive after 24 months and customers will have to call Wheel-Trans Customer Service for reactivation. An email has gone out regarding the update and the information will also be posted on the TTC website.

7M ProMaster Vehicle Update

Loris Dametto, Vehicle Programs Manager – Bus & Wheel-Trans Procurement, provided an update to the item. The last presentation to ACAT was done in December 2020. Presentation was presented again for the benefit of new ACAT members that detailed the major milestones completed to date on the progress of the 7m ProMaster Pilot vehicle.

Decision History

In February of 2020 at the TTC Board meeting, the Board authorized the following:

- The procurement of 91 7m ProMaster buses, including one pilot vehicle. The 90 7m ProMaster vehicles were subject to ACAT approval of the one pilot vehicle.

At the December ACAT meeting, ACAT endorsed the procurement of the 7m ProMaster vehicle with the following configuration items to come back to ACAT for final review:

- the rear ramp slope to be similar of the 6m ProMaster vehicle

- side ramp deployment indicator to notify other riders that ramp is being deployed
- the location of call buttons

Staff will report back to the committee on the final configuration items when they become available.

A brief summary of the activities completed to date are listed below:

In January 2020, ACAT reviewed the 7M ProMaster prototype vehicle. The TTC created a decision log on all the items that needed to be changed. A ride along was also set up with ACAT members.

In February 2020, shortly after the Board meeting, the TTC awarded a contract to Creative Carriage for the procurement of the pilot vehicle. Weekly meetings were set up with Creative Carriage on the vehicle development and stakeholder feedback was shared.

In September 2020, the pilot bus was received. It underwent commissioning activities at Lakeshore Garage which also included a review with the local Joint Health and Safety Committee. Engineering tested the vehicle to the parameters that were set out in the contract, including noise and lighting levels.

In November and December 2020, ACAT members and customers were invited to take solo rides on the pilot vehicle and were given questionnaires following the ride. The questionnaire results were compiled and presented to the ACAT General meeting and the Wheel-Trans Operations Subcommittee.

In December 2020, ACAT endorsed the 7m ProMaster vehicles for procurement with three final configurations.

Next Steps

ACAT endorsement of the 7m ProMaster vehicle included ensuring the final configuration of the three items below:

- Rear ramp
 - The rear ramp of the 7m ProMaster vehicle was slightly steeper than the 6m. The team has been working with the vendor to ensure that the ramp is similar to the 6m. Vendor stated the change is possible.
- Side door alert system
 - ACAT members wanted a feature when the side ramp or side doors were opened, as an alert mechanism to identify to other people on the roadway or cyclists that the ramp is going to be deployed. Currently the team is investigating a system that will activate once the side doors are open. In

addition, the lights at the back will be activated once the side doors open. Once the vendor has a prototype ready, a video will be brought to the ACAT General meeting.

- Call button configuration
 - The location and the style of the call button. Currently in the pilot vehicle, 15 locations in the vehicle have call buttons. Regarding the style of the call button a meeting had recently been held with ACAT on the e-bus program. ACAT recommended to use city bus style features on the 7m ProMaster vehicle. That type of call buttons usually more geared to being placed on a pole so it is contoured. Vendors have been requested if they have a flat style button so as to mount on the wall or on the bottom of a seat. Regarding the former strip buttons that are currently located on the pilot vehicle, the team asked vendors what the pressure points are compared to the stop button on the city bus. The vendor is looking at solutions. In March, an update will be presented with more detailed technical information.

Questions and Comments from the Committee

Members suggested using a 'Do not pass' sign similar to ones located on the streetcars instead of the lighting system to stop traffic as it could cause confusion to both pedestrian and riders. Members advised the precedent already exists with school buses and could be crucial in saving lives.

Staff explained they have scheduled a meeting with Ministry of Transportation regarding if the 'Do not pass' sign would be allowed under the Highway Transportation Act.

Members suggested having a person with a disability attend the meeting with the Ministry of Transportation.

Members suggested creating a share the road and share the bike lane campaign.

14. Other / New Business

Members suggested preparing a user guide on riding the LRT.

Members suggested including Land Acknowledgment to ACAT virtual meetings.

Staff will be discussing the item at the next Agenda Review meeting.

15. Next Meeting – March 25, 2021

The next meeting of ACAT will be held on Thursday, March 25, 2021 from 1 p.m. to 3:30 p.m. via Webex.

16. Adjournment

The meeting was adjourned at 3:47 p.m. on a motion by Angela Marley.

Valentine Benichou
Recording Secretary

TORONTO TRANSIT COMMISSION

COMMITTEE MINUTES

Minutes of Meeting: Advisory Committee on Accessible Transit
Meeting No. 364

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Location: Virtual meeting via Webex

Present: Igor Samardzic, ACAT Chair
Debbie Gillespie, Co-Vice Chair
Chris Stigas, Co-Vice Chair
Margo Brodie
Gwyneth Dalzell
Carmen Galvan
Sean Hollingsworth
Angela Marley
Jonathan Marriott
Craig Nicol
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Pool Members: Kim Pearson
Howard Wax
Rhonda Cheryl Solomon
John Rae

TTC Representatives: Dwayne Geddes, Head of Wheel-Trans
Al Pritchard, Head of Vehicle Maintenance
John Boucher – Manager, Lakeshore Garage, Wheel-Trans
David Lo Presti, Manager - Contracted Taxi Services,
Wheel-Trans

Stephan Boston, Chief Instructor, Operations Training Centre

Heather Brown, Manager – Customer Communications

Anastassia Chouryguina, Manager - Planning and Policy, Wheel-Trans

Loris Dametto, Program Manager – Bus & Wheel-Trans Procurement, Vehicle Programs

Dean Milton, Manager – Strategic Initiatives, Wheel-Trans

Cameron Penman, Manager – Customer Service, Wheel-Trans

Charlene Sharpe, Manager – Divisional Manager, Wheel-Trans

Lucy Siraco, Manager – Diversity

Lema Salaymeh – Senior Community Liaison

Matt Hagg, Senior Planner – System Accessibility

Grace Permaul – Human Rights Consultant

Invited Guests:

Julie Osborne – TTC Board Member

Fenton Jagdeo – TTC Board Member

Items Discussed

17. Call to Order / Attendance
18. Land Acknowledgement
19. Declaration of Conflict of Interest
20. Approval of Agenda
21. Remarks from ACAT Chair
 - a. TTC Board Meeting and Accessibility Matters: Nil (No meeting held)
 - b. ACAT Executive Quarterly Meeting with TTC CEO and TTC Chair
22. Review and Approval of February 25, 2021 Minutes
23. Outstanding Items
24. Deputation: Nil
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26. COVID-19 Updates
27. Subcommittee Reports, Highlights and Updates
 - Communications
 - Design Review
 - Service Planning
 - Wheel-Trans Operations
28. Wheel-Trans Transformation Updates
29. Other / New Business
30. Next Meeting – April 29, 2021
31. Adjournment

1. Call to Order / Attendance

The meeting was called to order at 1:06 p.m. and attendance was taken.

2. Land Acknowledgement

Land acknowledgement was read and will be included in all ACAT General meetings moving forward.

3. Declaration of Conflict of Interest

Nil.

4. Approval of Agenda

On a motion by Sam Savona, seconded by Margo Brodie, the agenda was approved.

5. Remarks from ACAT Chair

Igor Samardzic, ACAT Chair, opened the meeting by acknowledging the two TTC Board Commissioners present, Commissioner Julie Osborne and Commissioner Fenton Jagdeo. He thanked the TTC Board for ongoing support of accessible transit in Toronto and encouraged Board members to attend any ACAT General meetings in the future.

a. TTC Board Meeting and Accessibility Matters

There were no TTC Board meetings in March. The next TTC Board meeting is scheduled on April 14, 2021.

The Infrastructure and Environment committee of the City of Toronto proposed a motion to delegate authority to the General Manager, Transportation Services to extend a temporarily closure on vehicular traffic and pedestrian traffic as required for the purposes of the Easier Access Phase III projects. ACAT sent a note in support for this initiative through Debbie Gillespie, ACAT's Co-Vice Chair.

b. ACAT Executive Quarterly Meeting with TTC CEO and TTC Chair

On March 9, 2021, the ACAT Executive met with Rick Leary, CEO, Rachael Van Frassen, Chief of Staff for the TTC Chair's Office and Joanne De Laurentiis, TTC Vice-Chair.

Igor Samardzic, ACAT Chair discussed the E-Scooter motion that was passed by ACAT a couple of months ago. This motion needs to be brought up to the TTC Board and ACAT executives and staff working together to finalize the motion before presenting it to the Board. The next item discussed was Eglinton Crosstown collaboration. There were some concerns over a strained relationship between TTC and Metrolinx due to the lack of timely communication and feedback related to the Eglinton Crosstown and other Metrolinx projects. This issue was brought to the attention of TTC staff and to seek possible solutions for better engagement with Metrolinx staff and the projects that are currently worked on. Staff will be coming to the next ACAT Design Review Subcommittee meeting on April 7, 2021 to discuss the opening of the Eglinton Crosstown LRT and its readiness activities in addition to some of the other issues.

Questions and Comments from the Committee

A member shared their experience through an encounter with E-scooters on the sidewalks along Yonge Street, and noticed that the rider had a delivery backpack.

6. Review and Approval of February 25, 2021 Minutes

Approval of the February 25, 2021 Minutes were deferred until the next ACAT General meeting.

Questions and Comments from the Committee

Members suggested to include the Subcommittee reports as appendices in order to shorten the minutes.

Other members explained that this option is not applicable since subcommittee reports contains private information that cannot be shared with the public. Additionally, there would be no way to attach them on the website where they are currently posted.

7. Outstanding Items

Outstanding items

- Item: Review of the Impact of Curb-Side Bike Lanes on Wheel-Trans Customers and Operators in accessing certain Pick-Up / Drop-Off Locations – Ongoing. This item will be moved to the Communications Subcommittee for follow-up communications work and will be removed from the ACAT General outstanding items list.

- Item: Update on the New TTC Website and Updated Station Descriptions which have been on hold – Ongoing.
This item will be moved to the Communications Subcommittee and will be removed from the ACAT General outstanding items list. A presentation will be made at the next Communications Subcommittee meeting.

- Item: ACAT Terms of Reference – Ongoing.
Have received feedback from TTC staff and ACAT members. Once all edits have been compiled, the ACAT Terms of Reference will be sent out to ACAT Executives and members for a discussion and approval. The item has been moved to the future items list.

Future Items

- Item: GTHA Accessibility Advisory Committee (AAC) Joint Meeting – Ongoing.
York Region is scheduled to be hosting the next meeting and the meeting date is currently being determined.

- Deputants - Meenu Sikand and Dennise Carrasco- Service on Kilgour Road as it relates to Holland Bloorview Children Rehabilitation Centre – Ongoing.
This item has been moved to the Service Planning Subcommittee and will be incorporated as part of the 2022 Annual Service Plan process.

Questions and Comments from the Committee

Members discussed reason for moving the item Review of the Impact of Curb-Side Bike Lanes on Wheel-Trans Customers and Operators in Accessing Certain Pick-Up / Drop-Off Locations to the Communications Subcommittee outstanding list.

Staff explained the movement was due to an element of communications to customers. The message is for customers to be mindful of bike lanes and explained that vehicles may be in the lane when on-boarding or off-boarding at a particular spot in a bike lane. The TTC can assist with communications internally as well to its operators to remind them to be mindful of where they are stopping. The message will be integrated from a customer facing perspective, as part of the TTC's ongoing safety messages that are shared on social media. It will also be part of TTC's safety campaign that partners with the Toronto Police.

Members recommended TTC get in touch with the cycling associations in Toronto. They also suggested that the two different topics discussed regarding bike lanes be discussed by only one subcommittee. Members stressed the need to find some way to convey to cyclists, they need to stop when the Wheel-Trans vehicle stops such as adding stop signs to the back of Wheel-Trans buses or flashing light. Additional

suggestions were to continue to work with the Ministry of Transportation around the Highway Traffic Act and reinforce training of TTC operators.

Members requested that while the ACAT Terms of Reference be updated a review be made on other ACAT documents.

Staff will take that back and advised reviews are in progress.

8. Deputation

Nil.

9. Review of Correspondence

Nil.

10. COVID-19 Updates

Heather Brown, Manager of Customer Communications presented the item.

The TTC and the City of Toronto have partnered to provide Wheel-Trans customers with rides to the mass vaccination clinics. Information is being provided to people to ensure that anyone who wants a vaccine has the ability to get vaccinated.

Signage will be posted at subway stations closest to the mass vaccination site, including signs that will help navigate customers to the closest exits.

Questions and Comments from the Committee

Members inquired about stations that are not yet accessible such as Lawrence Station and how would customers get assistance.

Staff explained the information will be available to customers on the bus platform and other specific points where customers would be exiting the station. In some cases, shuttle buses will be provided to the mass vaccination clinics. For example, there is shuttle bus service at Finch Station to the Mitchell Field vaccination site, and signage will direct people to the shuttle bus area. Information is also promoted on the bus route, the station description pages on the TTC website and on social media.

Members inquired about a separate initiative accessible to people that are not Wheel-Trans customers.

Members recommended that information about rides to mass vaccination clinics be posted on the main page of the TTC Website as a link so that it is accessible to everyone and easy to find. Members stressed the importance for people to easily find a clinic in their area and find out how they can get there.

11. Subcommittee Reports and Updates

Communications Subcommittee (CS) – Angela Marley, CS Chair

The CS meetings were held on March 4 and March 18, 2021 via Webex. The second meeting on March 18, 2021 was dedicated to the development of TTC's new website.

CS Meeting on March 4, 2021

Ian Dickson, Manager Design and Wayfinding, provided a demonstration of the TTC's new virtual station tour, showing Union Subway Station. These station tours will be linked to Google Maps. Responses to members; the virtual tours and station descriptions are drawn from the same central source that the TTC web site uses; Staff are determining what resources will be required to maintain virtual station content and this will shape re-scans and updates. The TTC has purchased all the material including 3D cameras and computers and staff have been trained.

Lema Salaymeh, Senior Community Liaison for Wheel-Trans, reviewed the Self-Serve Portal video with members. It is on YouTube, giving Wheel-Trans applicants the option to complete their application online, guiding them through the process. Wheel-Trans Customer Service provides paper application forms upon request. Members recommended sending applications in PDF format upon request. It was recommended to use plain language for better understanding by people with cognitive disabilities and people for whom English is not their first language.

The items referred to CS by ACAT at the February 25, 2021 meeting were forwarded to applicable staff for follow up. Subcommittee members reviewed the Priority Seating education campaign that the TTC and the Ontario Public Seating Association are creating to post on transit vehicles.

CS Meeting on March 18, 2021

After reviewing the beta site for TTC's new website, subcommittee members and Craig Nicol met with TTC Information Technology staff to discuss members' feedback. There were concerns on accessibility such as the use of screen readers, font and information that were incorrectly inserted. Members found the new site easy to navigate due to knowledge of previous site. They recommended testing the new site with people who are not familiar with the current TTC website. Members recommended adjusting code

to the highest standards so that it is optimal for keyboard navigation and to ensure it is up to date. Updates will be provided at the next meeting.

CS Highlights for the meeting are:

- Website updates
- The Wheel-Trans Online Portal Video

The next meeting is scheduled for April 1, 2021.

Questions and Comments to the Subcommittee

Members recommended incorporating highest standards of code for the website and its accessibility features. It would be a lot easier for mobile devices to access the site and will allow for better updates, opportunity for more elements as technology evolves instead of having to rebuild the whole website that could quickly become obsolete with current standards.

Design Review Subcommittee (DRS) – Craig Nicol, DRS Chair

The DRS meetings were held on March 3 and March 17, 2021 via Webex.

DRS Meeting on March 3, 2021

Waterfront East LRT Area 1

Steve Stewart, Senior Project Manager and Vincent Teng, Project Manager from Engineering, Construction and Expansion department, presented on Area 1 of the Waterfront East LRT Project and the changes that would need to be made to Union and Queen's Quay streetcar stations. The project would facilitate a flexible operation of the existing streetcar service and new service east along Queen's Quay. Safety and accessibility would be enhanced with higher streetcar platforms and additional elevator and stair access.

Questions and Comments to the Subcommittee

Members raised the issue of wayfinding on an enlarged "U" shaped platform at Union Station. In addition, boarding height was discussed clarifying that level boarding is not possible but that the "short ramp" would be needed.

Easier Access Phase IV Study

The Easier Access Phase IV study ranks stations priorities for future accessibility improvements such as secondary accessible paths and elevators. Factors considered include network connectivity and strategic local access.

Questions and Comments to the Subcommittee

Members suggested keeping priority on high-ranking terminus and interchange stations. Members also advised that stations not be considered out of scope when twinning of elevators was the only way to provide a secondary accessible route.

Other Items

DRS members were advised that the April 7, 2021 meeting will focus on Eglinton Crosstown with the TTC's LRT Operations team who will be coordinating the implementation of the new line with Metrolinx.

DRS Meeting on March 17, 2021

Guests from Waterfront Toronto, DTAH and Arup presented proposed design plans for the Waterfront East Area 2 and lessons learned from Queen's Quay West. Streetcar stops and access for Queen's Quay West and East are similar with some adjustment to improve separation at the crosswalk / Martin Goodman bicycle trail intersections.

Questions and Comments from the Subcommittee

Members raised the issue of adequate pedestrian crossing times for north-south crossings. The proposed delineating 5cm grade differential between the pedestrian and bicycle paths were also discussed.

DRS Highlights for the meeting are:

- Waterfront Transit Expansion Design Review
- Easier Access IV Prioritization Study

The next meeting is scheduled for April 7, 2021.

Service Planning Subcommittee (SPS) – Carmen Galvan, SPS Chair

The SPS meeting was held on March 3, 2021 via Webex.

The main items that were discussed included 1. Electric Kick-Scooters (E-scooters) - Accessibility Feedback, 2. Yonge Tomorrow Project and 97 Yonge Bus Route and 3. Other Items/New Business.

1. Electric Kick-Scooters (E-scooters) - Accessibility Feedback

Janet Lo, Senior Project Manager at the City of Toronto presented the item.
Questions and Comments from the Subcommittee

Members inquired if E-scooters were legal in Toronto and staff explained that they were mostly illegal in Ontario except in municipalities that have authorized them under the Province's pilot program and on private property such as in the Distillery District for instance. Toronto has not authorized E-scooters to-date.

Members shared concerns regarding people with invisible disabilities and people from the neurodivergent community. E-scooters can cause issues related to excessive auditory input. There were also concerns that they would take too much space on the sidewalks that are already busy with Café TO, the patio extension project.

Members were all in favor of banning the use of e-scooters within the TTC transit system, including on sidewalks at transit stops.

Next Steps

The City of Toronto is publishing the Infrastructure and Environment Committee report on April 28, 2021. ACAT's feedback will be taken into consideration during preparation of the report.

2. Yonge Tomorrow Project and 97 Yonge Bus Route

The Yonge Tomorrow Project will narrow Yonge Street and will have the flexibility to potentially close off pedestrian access during the daytime with buses running during nighttime.

At the December presentation ACAT members brought up that the 97 Yonge bus route is an option for people with limited mobility in the area but with this project the 97 Yonge would no longer be available.

If the city does approve closing any portion of Yonge Street to vehicles, there will be additional opportunities for making any necessary changes as part of the TTC Annual Service Plan process. By the end of the year the TTC will bring the Annual Service Plan for the following year to the Board for approval meaning the TTC would start reviewing those options in 2022 and SPS would bring them for consultation that year. Staff suggested adding the item to the SPS outstanding items list as an item that will be discussed in 2022, if construction starts in 2023.

3. Other Items / New Business

Bus Stop Maps

A member advised the height and location of transit network maps in transit shelters are not accessible because they are located too high up and above the bench. Staff explained that map placement in transit shelters is the responsibility of the City of Toronto but the TTC will pass along this matter for consideration.

MiWay Terminals

The terminal for MiWay (Mississauga) buses has been moved from Islington to Kipling station and the area is now fenced off. Customers now walk underground for several minutes conveniently located at the station. Staff advised that construction is not yet complete and the accessible route will be more direct once it is done.

Construction at Kennedy Station

Members noted that the station was hard to navigate due to construction. Staff explained that construction on the Metrolinx Eglinton Crosstown Line 5 was underway and that the line should be open next year. Access will be more challenging until construction wraps up.

Construction at Lansdowne Station

Members noted the bus stop at Lansdowne station was not in service due to construction and on-bus notifications/announcements about the change were inconsistent. Staff mentioned it was last minute work that was being done but in future will make an effort to have consistency in all announcements.

SPS Highlights for the meeting are:

- E-scooter Ban Accessibility discussion
- Yonge Tomorrow Project and 97 Yonge Bus conversation

The next meeting is scheduled for April 7, 2021.

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

The WTOS report has been deferred and will be presented at the next ACAT General meeting.

12. Wheel-Trans Transformation Updates

Dwayne Geddes, Head of Wheel-Trans and Loris Dametto, Program Manager of Bus & Wheel-Trans Procurement presented the item.

Wheel-Trans received feedback for improvements on the mobile app. These recommendations have been noted and the team is working in making the improvements in the mobile app.

Wheel-Trans customer service has sent an email to Wheel-Trans customers about the vaccine program and the methods that the TTC are using to assist. The information is also available on the website and the Wheel-Trans teams also open to recommendations from ACAT on the item.

Wheel-Trans is also focusing in on anti-racism improvements. The focus was triggered by an incident that occurred recently with a racist comment made from a customer to a reservationist. The incident highlighted for both Wheel-Trans and the TTC the importance of standing up for anti-Black racism, anti-Asian, or any form of racism. This will go through the Wheel-Trans subcommittee, and changes to the code of conduct policy related to customers will be in line with reinforcing our commitment to ban all forms of racism.

7M ProMaster Vehicle Update

Loris Dametto, Program Manager – Bus & Wheel-Trans Procurement presented the update on the last three configuration elements.

He presented the following items: Rear Ramp Slope, Side Ramp deployment indicator, location of call buttons.

Rear Ramp Slope

The vehicle was brought to the manufacturer for a number of items and changes were also documented. The manufacturer tested and validated the proposed rear ramp configuration to ensure the proper slope ratio. The vendor confirmed that the rear ramp of the production 7m ProMaster vehicles will be similar to the 6m ProMaster vehicles. Following discussions with maintenance staff, they included a rear ramp arm and

hardware in order to include more robust parts. The interior vertical edge of the ramps will be yellow in color.

Side Ramp deployment indicator

It was suggested to implement a side ramp deployment indicator similar to what is on the low-floor streetcars with pictograms at the rear of the vehicle that flashes when approaching vehicles. A legal review of this was completed and Wheel-Trans vehicles displaying flashing red lights with 'do not pass' will be in contravention of the Highway Traffic Act and a breach of such display is not enforceable. Flashing yellow lights and signage on the side doors of the Wheel-Trans vehicle are not in contravention of the Highway Traffic Act, however a breach of such display is still not enforceable.

Charlene Sharpe, Divisional Manager of Wheel-Trans reached out for legal counsel from TTC's Legal department regarding the Highway Traffic Act as well as Ministry of Transportation. They have confirmed that signage on the rear of the vehicle, indicating 'do not pass' would be in violation of the Highway Traffic Act, any lighting system on the rear in any color other than amber would also be in violation of the Highway Traffic Act. However, the yellow flashing lights indicator on the side doors the vehicle as well as the signage are permissible.

Wheel-Trans asked its legal department for a way to amend the Highway Traffic Act, in order to make something enforceable. Proposed amendments to existing legislation are carried out by way of a bill, which must be passed through all stages prescribed by the legislature in order to become law in Ontario. The following are the three kinds of public bills. Government bill which was introduced by Cabinet members and ministers. Private Member's public bills which are introduced by members who are not ministers, and finally the third way of doing it is committee bills which are introduced by the chairs of certain standing committees. Significant lobbying would probably have to be done in order to bring this up to their attention in order to make something enforceable similar to the streetcars and similar to school bus.

The current proposal is flashing yellow lights at mid height on each bi-fold door when the side doors are open. In addition, the flashing yellow lights at the rear of the vehicle will be enabled when the side doors are open. Wheel-Trans can enlist the Marketing and Customer Communications department to develop and deploy a campaign regarding cyclists and e-scooters when side doors are open.

Location of Call Buttons

The suggested call buttons preferred by ACAT are currently designed only to be used on stanchions, and are not configurable for mounting on walls or under seats. The bus

manufacturer has reached out to the vendor who indicated that they will require some time to redesign the call button.

There are also tape strip style call buttons similar to the ones installed on the pilot bus and that it can be used on walls or under seats. The tape strip is configurable to different lengths, and are more sensitive. The next steps include installation of the more sensitive tape strip buttons onto the 7m ProMaster pilot vehicle. Two tape strip locations will be included on the pilot vehicle.

The team will install these new sensitive style tape strips and obtain feedback from ACAT. In addition, the bus manufacture will engage the call button manufacturer on the wall mounted style or the flush mounted style. There is also a plan to develop a pictogram for the side door that will be presented to ACAT when completed.

Questions and Comments from the Committee

Members shared concerns about the flashing middle light for customers that have neurological issues. Based on the height of where the lights are installed and of a person's eyes there are concerns that the light can be blinding, possibly unsafe for people with migraines or potentially trigger an episode of epilepsy.

It was also suggested to add an audible cue or an automated voice that acts like a warning for pedestrians, cyclists and people to hear. The message would say: 'doors are opening'. The current configuration of the side ramp when engaged does make an audible noise.

13. Other / New Business

Nil.

14. Next Meeting – April 29, 2021

The next meeting of ACAT will be held on Thursday, April 29, 2021 from 1 p.m. to 3:30 p.m. via Webex.

15. Adjournment

The meeting was adjourned at 3:47 p.m. by Angela Marley.

Valentine Benichou
Recording Secretary

TORONTO TRANSIT COMMISSION

COMMITTEE MINUTES

Minutes of Meeting: Advisory Committee on Accessible Transit
Meeting No. 365

Meeting Date: Thursday, April 29, 2021
1:00 p.m. to 3:30 p.m.

Location: Virtual meeting via Webex

Present: Igor Samardzic, Chair
Debbie Gillespie, Co-Vice Chair
Chris Stigas, Co-Vice Chair
Margo Brodie
Gwyneth Dalzell
Carmen Galvan
Sean Hollingsworth
Angela Marley
Jonathan Marriott
Craig Nicol
James Pyo
Sam Savona
Janice Shachter
Mahendan Sivabalasundaram
Lauri Sue Robertson

Pool Members: Howard Wax
John Rae

TTC Representatives: Dwayne Geddes, Head of Wheel-Trans
Sal Maltese, Head of Operations Training Centre
Stephan Boston, Chief Instructor, Operations Training
Centre
John Boucher, Manager – Lakeshore Garage, Wheel-Trans
David Lo Presti, Manager – Contracted Taxi Services,
Wheel-Trans
Loris Dametto, Program Manager – Bus & Wheel-Trans
Procurement, Vehicle Programs

Dean Milton, Manager – Strategic Initiatives, Wheel-Trans
Cameron Penman, Manager of Customer Service, Wheel-Trans

Tahlee Afzal, Human Rights Consultant, Human Rights & Investigations

Lodon Hassan, Assistant Manager – Customer Service
Eunice Kays, Policy Consultant, Diversity

Matt Hagg, Senior Planner – System Accessibility

Hanh Nguyen, Administrative Assistant, Wheel Trans

Mohammed Shaikh, Assistant Manager, Wheel-Trans Operations

Lema Salaymeh, Senior Community Liaison

Invited Guests:

Commissioner Julie Osborne, TTC Board Member

Items Discussed

1. Call to Order / Attendance
2. Land Acknowledgement
3. Declaration of Conflict of Interest
4. Approval of Agenda
5. Remarks from ACAT Chair
 - a. TTC Board Meeting and Accessibility Matters
 - b. ACAT Executive Quarterly Meeting with TTC CEO and TTC Chair: Nil (No meeting held)
6. Review and Approval of February 25, 2021 and March 25, 2021 Minutes
7. Outstanding Items
8. Deputation: Nil
9. Review of Correspondence: Nil
10. COVID-19 Updates
11. Wheel Trans Transformation Updates
12. Subcommittee Reports, Highlights and Updates
 - Communications
 - Design Review
 - Service Planning
 - Wheel-Trans Operations
13. Other / New Business
14. Next Meeting – May 28, 2021
15. Adjournment

1. Call to Order / Attendance

ACAT Chair Igor Samardzic called the meeting to order at 1:05 p.m. and attendance was taken.

2. Land Acknowledgement

Read by ACAT Chair Igor Samardzic.

3. Declaration of Conflict of Interest

Nil.

4. Approval of Agenda

On a motion by Angela Marley, seconded by Lauri Sue Robertson, the agenda was approved.

5. Remarks from ACAT Chair

ACAT Chair Igor Samardzic advised that ACAT Executives and staff have been working to make meetings more accessible to the public. A suggestion was to utilize features available through the Webex platform. For test purposes, the April 29, 2021 meeting will be video and audio recorded and would not be uploaded for public viewing. ACAT members would be given prior notice before any recording is carried out or if there are any other changes made.

a. TTC Board Meeting and Accessibility Matters

The TTC Board met on April 14, 2021, and two items were brought to the attention of members. The Racial Equity Impact Assessment of TTC Enforcement Activities and the TTC's Green Bus Program which presented results on the eBus Evaluation from 3 different vendors. Igor Samardzic spoke of the importance in recognizing the intersection of racialized individuals with disabilities, their experience on the TTC and looking towards any data or research that might help to inform ACAT advice on accessibility within the system with regards to that specific lens.

ACAT Chair discussed several topics on accessibility matters including, the new TTC website that will launch soon and the importance on better integration between Eglinton Crosstown, Metrolinx and TTC. He spoke about the progress made on the Wheel-Trans 7m ProMaster bus.

In addition, ACAT Chair reported the Infrastructure and Environment Committee of the City of Toronto met yesterday, April 28. Regarding the motion to recommend that City Council decline the option to participate in the Pilot Project for e-scooters, he and Vice-Chair Debbie Gillespie individually did deputations. There were many deputants who

spoke in favour of this motion from the accessibility community. The motion was successful and is now for consideration by City Council.

Lastly, ACAT Chair advised that applications for ACAT membership for 2022 will be available from September 6 to 17, 2021 and the deadline to submit an application will be September 17, 2021.

The next TTC Board meeting is May 12, 2021.

Questions and Comments from the Committee

Members asked for a proper definition as to size or maximum speed of e-scooters.

Staff advised there are very specific definition of “e-scooters”, which are representative of the all-inclusive term “micro mobility” that covers e-scooters, unicycles and skate boards. Staff presented definition in detail with photos.

b. ACAT Executive Quarterly Meeting with TTC CEO and TTC Chair

ACAT Chair Igor Samardzic reported no meeting was held, and the next meeting is scheduled for June 8, 2021.

6. Review and Approval of February 25, 2021 and March 25, 2021 Minutes

On a motion by Angela Marley, seconded by Craig Nicol, February 25, 2021 Minutes were approved with no amendments.

On a motion by Janice Shachter, seconded by Sam Savona, March 25, 2021 Minutes were approved with no amendments.

7. Outstanding Items

Outstanding items

- Item: ACAT Terms of Reference – Ongoing.
Have received feedback from TTC staff and ACAT members. Once all edits have been compiled, the ACAT Terms of Reference will be sent out to ACAT Executives and members for a discussion and approval.

Future Items

- Item: GTHA Accessibility Advisory Committee (AAC) Joint Meeting – Ongoing.
York Region has confirmed to host the next meeting, which is scheduled for June 18, 2021 from 10 a.m. to 12 p.m. An invite has gone out to all surrounding ACAT equivalent committees. Members are suggested to think of topics for discussion and it will be on the agenda for the next ACAT General meeting.

Questions and Comments from the Committee

Member advised that some ACAT subcommittee meeting minutes were not regularly included in the ACAT General meeting package.

Staff advised some of the subcommittee meeting minutes have been delayed, but will ensure those that are approved will be included in the ACAT General meeting package.

8. Deputation

Nil.

9. Review of Correspondence

Nil.

10. COVID-19 Updates

No new updates.

11. Wheel-Trans Transformation Updates

Dwayne Geddes, Head of Wheel-Trans reported Wheel-Trans continues to carry out testing for future phases of scheduling and dispatch work in order to improve efficiencies.

David Lo Presti, Manager of Contracted Taxi Services provided an update on the rebranding of Scarborough City Sedan to Toronto One Taxi as of Sunday, May 2, 2021. There will be no changes to service or staffing requirements. Only the name has been changed and this will be communicated with all Wheel-Trans customers.

Questions and Comments from the Committee

Members asked if there were changes to the appearance of the taxi.

Staff advised taxis will still appear the same, all white with new logos on side. However, for customer convenience there will be a six-week period where the taxis will have both old and new logos displayed.

Member requested feedback on the number of rides for people to get their vaccines.

Staff advised the service was being met to meet demands of bookings for mass-vaccination sites. However, only four bookings were from Toronto and all others were from outside of Toronto. The record of trips to and from vaccine sites between March 15 to April 25, 2021 indicated 900 Passenger drop-offs and 700 Passenger pick-ups.

Member inquired if taxis had braille on the outside to facilitate an accurate assessment as to whether the correct customer is being picked up.

Staff will follow up with the City of Toronto Licencing Officials as they authorize decals, especially those with braille, and report back.

Members expressed concerns on drivers that do not identify themselves or the trip destination. This can lead to incidents of wrong customer pick-ups or taking customers to the wrong destination.

Members requested an update for the taxis photo shoot on May 11 and an update for the accessible test strips on the 7m ProMaster vehicle.

Staff will contact members for the taxis photo shoot with details. Staff advised there was no update for the accessible test strip yet but will provide an update when available.

12. Subcommittee Reports, Highlights and Updates

Communications Subcommittee (CS) – Angela Marley, CS Chair

The CS meeting was held on April 1, 2021 via Webex.

New TTC Website

Alicia Fowlie, Senior Digital Communications Specialist, reported the website team reviewed the items raised by ACAT members to fix them and asked members to continue to review and send feedback to her. Members emphasized using updated coding to optimize keyboard navigation for screen reader users. Staff are applying the technology and skills to complete this. Alicia expected the website to be launched soon.

Info Screen Pilot on Buses

Ian Dickson, Manager of Design and Wayfinding provided an overview of the project to equip 585 buses with information screens.

The real-time bus screens will display Stop Request and Stop Information, current stop, following three stops, and the approximate arrival time at the next stop. The screen will also display arrival time at the final destination and system event messages from Transit Control. An automated voice will call out stops and all information, including operator triggered announcements. Launch is planned for early May, expanding to 60 buses (e-Bus fleet) in June, and 585 buses in Q3/2021.

Members asked if the screens would provide elevator closure alerts for upcoming stations. Staff advised this will need to be discussed further internally.

In response to a member concern about messaging conflicts, staff confirmed the messages will not be read aloud overlapping. There is a message priority protocol.

Members observed the font size and colour scheme are not easy to read and if a customer cannot hear the notification, the visual display becomes even more important. Staff stated that the design of the screen is CSA standard in terms of accessibility and the screens were developed based on best practices from other agencies implementing the same equipment. Staff requested that members wait for feedback from the pilot users.

Share the Bike Lane Safety Campaign

Customer Communications is looking at ways to integrate “sharing the space bike lane message” into its Spring Safety Campaign. The message will be shared on the TTC’s website as well as on a variety of social media channels (TTC, Toronto Police, Toronto bike network social media sites).

Members advocated for the campaign to use not only Wheel-Trans buses but also the contracted vehicles to emphasize on more education so that cyclists understand that Wheel-Trans vehicles are permitted to pick-up and drop-off customers in bike lanes.

Support Person Assistance Card

Communications broadcasted the message; due to the ongoing COVID-19 pandemic, the Support Person Assistance Card expiry date will be extended to the cardholder’s birthday in 2022.

The next Communication Subcommittee meeting is scheduled for May 6, 2021.

CS Highlights for the next Board Meeting:

- Share the Bike Lane Safety Campaign
- Support Person Assistant Card expiry date is extended to the cardholder’s birthday in 2022.
- Website update

Questions and Comments from the Subcommittee

Member inquired on the new TTC website launch date.
Staff advised the new website launch date has been delayed.

Member expressed concerns about sound and frequency of the screens. Members want to test the screens on the pilot buses and give feedback.

Design Review Subcommittee (DRS) – Craig Nicol, CS Chair

The DRS meeting was held on April 7, 2021 via Webex.

Eglinton Crosstown LRT Operations

The ECLRT Line 5 is a hybrid system (part subway and part streetcar) to transit riders in Toronto.

Seth Irvine, LRT Operations Coordinator at TTC discussed this item and is working with the line owner Metrolinx and their contractor Crosslinx Transit Solutions on coordination and launching of Line 5 to ensure it meets TTC standards, especially considering the TTC will be operating the line. Line 5 will be maintained by Crosslinx, which includes cleaning and snow clearing.

DRS presented a list of questions regarding accessibility, train configuration and operation, underground and surface stop features as well as operating practices and fare collection. Questions and comments from subcommittee members included:

- Lack of opportunity to inspect a completed vehicle for accessibility features
- Seating layouts were provided after the meeting
- Differences in underground and surface operations that will change customer interaction with the system and therefore needs to be communicated to customers
- Missing inter-car safety barrier needs to be resolved in a way that does not impact wayfinding
- Information was requested to facilitate production of station descriptions for the TTC website

Further meetings are to be held to explore all aspects of Line 5 implementation with Metrolinx and the TTC LRT coordination team.

Other Business

DRS members discussed the lack of focus on transit accessibility by City Staff and Waterfront Toronto when presenting to the subcommittee on City initiatives. It was suggested that these presenters need to be reminded of ACAT's focus before presenting to the subcommittee.

The next Design Review Subcommittee meetings are scheduled for May 5, 2021 and May 19, 2021 for ECLRT with Metrolinx.

DRS Highlights for the next Board Meeting:

- Exploration of ECLRT issues with Seth Irvine, LRT Operations Coordinator

Service Planning Subcommittee (SPS) – Carmen Galvan, SPS Chair

The SPS meeting was held on April 7, 2021 via Webex.

Michelle Picard Cousins, Manager of Customer Experience presented the 5-year and 10-year TTC fare collection strategy.

The TTC plans to develop a 5-Year Fare Policy and 10-Year Fare Collection Plan. This will involve public engagement and consultations via surveys, town halls and focus groups across cities within and beyond Toronto boundaries. Discussions will involve groups such as ACAT, social agencies, academic and prosperity organizations.

The 5-year Fare Policy is to be completed by year end and will include what the policy goals are, are they equitable, affordable, rideable, while bringing in revenue. The TTC has received feedback from various groups with the top two priority values that will guide fare policy work are “affordability and equity” and “simplicity and accessibility”.

Members discussed several issues:

- PRESTO has accessibility barriers, difficulty in obtaining and using the PRESTO card, confusing for tourists and newcomers with limited English.
- Members emphasized the importance of keeping public transit users informed, such as different cities charge different fare rates.
- Members expressed concerns on collaboration and accessibility, difficulty in reading the budget and encouraged more outreach to people with lived experiences such as people who are homeless with no access to phones or internet.
- Member inquired for TTC documents to be more accessible to the public such as budget on the roll out of PRESTO, expenses on machines, cost analysis, zero fare, etc.
- Members expressed concerns and the lack of trust by low income communities due to the aggressive campaign made by fare collection and enforcement, highlighting that there needs to be constructive and reflective communication.
- Member raised issues that elderly persons would have with using Uber or other ride sharing services due to the fear of damage to their mobility devices. In addition, they are a vulnerable group and would least likely be able to leave a situation if they were being harassed.

It was suggested the TTC leverage new technologies in order to offer more concession programs such as loyalty cap and multiple trips resulting in free fare, and to encourage affordable service.

Future meetings will include a short list and long list of fare options, evaluation criteria and other information by the end of summer or early fall prior to final submission to the Board in November.

Other Business

A member inquired on type of crisis intervention training staff receive. Staff advised that they believed that this is included in onboarding training for frontline staff.

Questions and Comments from the Committee

ACAT members asked follow-up questions about crisis intervention training. Staff will add this to the next SPS agenda and invite the appropriate staff to speak to the matter.

The next Service Planning Subcommittee meeting is scheduled for June 2, 2021 (May 5, 2021 was cancelled).

SPS Highlights for the next Board Meeting:

- 5-year and 10-year TTC fare collection strategy

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

The WTOS meeting was held on March 11, 2021 and April 8, 2021 via Webex. March 11, 2021 report was deferred last meeting and both reports were read by ACAT Chair Igor Samardzic.

March 11, 2021

Marco Iorfida, Wheel-Trans Scheduling and Policy Specialist advised subcommittee members the criteria for determining accessibility for Wheel-Trans Family of Services stops as follows:

- Latest accessibility standards (unobstructed landing area of 2.4 m x 2.0 m, next to stop pole)
- Shelter with a bench
- Area adjacent to stop is level and in good state of repair with no tripping hazards
- Curb Height (deployment of ramp can be made safely)
- Clear line of sight between Wheel-Trans stop pole and customer waiting area (operator to maintain sight of their vehicle)
- “No-Standing” signage or “Accessible Loading Zone” signage
- Lighting (presence of streetlights or building lights nearby)
- Curb cuts present at intersections

Charlene Sharpe, Wheel-Trans Divisional Manager, noted she has been working with other agencies throughout the province, and specialized transit working group to ensure stops are meeting various criteria with the goal of achieving a consistent level of service. Once the working group is ready to share the criteria/base standards, she will report back to the subcommittee.

Chester and Dupont Stations had site visits and the highlights of the challenges and suggestions were provided to members.

Charlene Sharpe provided a brief update on the 7m ProMaster vehicle. The vehicle is with the vendor to review a few issues including the rear ramp and side ramp deployment indicator.

Desrienne McIlwrick, Wheel-Trans Travel Specialist provided a brief overview to the Travel Training Program and its current status amidst the COVID-19 pandemic. The pilot program began in April 2018 and has been going strong since.

Cameron Penman, Wheel-Trans Manager of Customer Service provided an update on the TELUS overflow contract including key performance indicators such as Call Abandonment Rate, Average Wait Times, etc. Further information can be found in the CEO Report given at the TTC Board meetings.

April 8, 2021

Marco Iorfida, Wheel-Trans Scheduling and Policy Specialist reported the information on Chester and Dupont Stations from the last meeting are both under review with the Strategy and Service Planning department.

Cameron Penman, Wheel-Trans Manager of Customer Service advised Wheel-Trans is committed to providing rides to vaccine sites for the elderly and persons with disabilities. Existing customers are obtaining Wheel-Trans rides to the mass vaccination sites, pharmacies, doctors' offices', and clinics. As other vaccine sites open, service will be added. The average time for a round trip including the actual vaccination is between one hour and 15 minutes to one hour and 30 minutes.

Residents who are not yet Wheel-Trans customers are being encouraged to call Wheel-Trans Customer Service. Vaccine related applications will be prioritized. However, customers applying to Wheel-Trans to obtain service in time for their appointment will be given 30 days of temporary door to door service.

Lodon Hassan, Wheel-Trans Assistant Manager of Customer Service presented an update on the Contact Centre statistics for March 2021, and provided a breakdown of Wheel-Trans registrations and complaints.

The next Wheel-Trans Operations Subcommittee meeting is scheduled for May 13, 2021.

WTOS Highlights for the next Board Meeting:

- Wheel-Trans is committed to providing vaccine rides to the elderly and persons with disabilities

- Contact Centre statistics are within or below expectations. Reservations average wait times is 2 minutes and 53 seconds. Customer Service's average wait time remains low at 38 seconds
- Reservations is preparing to work from home

13. Other / New Business

Member advised there were significant accessibility issues with the current streetcar route diversion on Queen Street which continue to 2022. There is a lack of signage and it is difficult to know where to board the replacement bus on the west end stop that's no longer serviced. There were a couple of instances where large groups of customers were waiting unaware the stop is no longer in service.

This item was referred to the Communications Subcommittee for follow-up on the need to ensure customers are aware of route diversions. Staff advised information is posted on the TTC website and there are service advisory standards and procedures.

Members commended community bus service and suggested the need for expansion on more routes.

Staff advised that community bus changes were included in the 5-Year Service Plan and while some routes may have less service, other routes will increase service to meet customer demand.

14. Next Meeting

The next ACAT General meeting will be held on Friday, May 28, 2021 from 1 p.m. to 3:30 p.m. via Webex.

15. Adjournment

On a motion by Sam Savona, the meeting was adjourned at 3:04 p.m.

Boma Enwesi
Recording Secretary