



Advisory Committee on Accessible Transit

April 1, 2022

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 December 16, 2021, January 27, 2022 and February 24, 2022 to the April 14, 2022 Board Meeting for information (attached).

Thank you.

Sincerely,

Jonathan Marriott
2022 ACAT Chair

Attachment

APPROVED

TORONTO TRANSIT COMMISSION

COMMITTEE MINUTES

Minutes of Meeting: ACAT General Meeting - #373

Meeting Date: Thursday, December 16, 2021
1 p.m. to 3:30 p.m.

Location: Virtual meeting via Webex

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

Pool Members: Kim Pearson
John Rae
Howard Wax

Regrets: Margo Brodie
Gwyneth Dalzell
Jonathan Marriott

TTC Representatives: Dwayne Geddes, Head of Wheel-Trans
Hannah Biesterfeld, Manager of Human Rights
Heather Brown, Manager of Customer Communications
Natalie Francis, Manager of Planning and Policy, Wheel-Trans
Tash Harriott, Manager of Digital Communications

David Lo Presti, Manager of Contracted Taxi Services, Wheel-Trans
Dean Milton, Manager of Strategic Initiatives, Wheel-Trans
Cameron Penman, Manager of Customer Service, Wheel-Trans
Jessica Pietrusiak, Manager of Human Rights
Mohammed Shaikh, Assistant Manager, Wheel-Trans
Matt Hagg, Senior Planner – System Accessibility
Victoria Kolakowski, Travel Specialist, Wheel-Trans
Brittany Manu, Anti-Racism Policy Consultant
Hanh Nguyen, Administrative Assistant, Wheel-Trans
Lenworth Wallace, Diversity Instructor

Invited Guests:

Vasco Alcantara, Director of Business Development and Accessibility, Amnet Systems
Adam Roy Cahoon, Former ACAT member and the Accessibility Co-Chair at TTC Riders, co-writer of the deputation with Jen Conroy
Jen Conroy, co-writer of the deputation with Adam Cahoon
Jeff Short, Senior Advisor of Universal Design, Metrolinx
Erica Tanny, 2022 ACAT member
Lorraine Le Camp, 2022 ACAT Pool member
Wangari Muriuki, 2022 ACAT 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
6. Acknowledge and thank the 2021 Retiring ACAT Members
7. Introduction of the 2022 ACAT Members and Pool Members
8. Review and Approval of October 28, 2021 and November 25, 2021 Minutes:
Deferred to January 2022
9. Outstanding Items
10. Deputation: Vasco Alcantara
11. Deputation: Adam Roy Cahoon
12. Review of Correspondence: Nil
13. Recommendation for Honorarium
14. 2022 ACAT Meeting Dates for Approval
15. COVID-19 updates
16. Wheel-Trans Transformation updates
17. FOS Video
18. Subcommittee reports, highlights and updates
 - Communications
 - Design Review
 - Service Planning
 - Wheel-Trans Operations
19. Metrolinx accessibility updates
20. Other / New Business
21. For ACAT Members' Information
 - a. ACAT New Member Orientation – Thursday, January 06, 2022 at 1 p.m. to 4 p.m.

- b. ACAT Executive Elections – Thursday, January 13, 2022 at 1 p.m. to 2 p.m.
- c. AODA Training for ACAT Members – Thursday, January 13, 2022 at 2 p.m. to 3 p.m.

22. Next Meeting – January 27, 2022

23. ACAT Chair's Closing Remarks

24. 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

The land acknowledgement was read by the ACAT Chair.

3. Declaration of Conflict of Interest

Nil.

4. Approval of Agenda

On a motion by Sam Savona and seconded by Debbie Gillespie, the agenda was approved with no amendments. The agenda was later amended to include the screening of the FOS video as item 17.

5. Remarks from ACAT Chair

a. TTC Board Meeting and Accessibility Matters

The Chair provided at the December 8, 2021 Board meeting a brief overview of ACAT's accomplishments for 2021. Members met 53 times in addition to their other work with some members exceeding 85 meetings this year. There were 158 topics discussed including the TTC's new website, station descriptions, PRESTO Card Reader screens, platform gap improvements, Easier Access project, the 7m ProMaster Wheel-Trans bus, Family of Services (FOS), entrance connection policies, and crisis intervention training. The Chair congratulated all ACAT members for achieving this as well as staff members for their support.

The Chair then acknowledged members who have gone above and beyond in the past year, including Chris Stigas (Co-Vice Chair of ACAT), Debbie Gillespie (Co-Vice Chair of ACAT), Carmen Galvan (SPS Chair), Sam Savona (WTOS Chair), Angela Marley (CS Chair), Craig Nichol (DRS Chair), Margo Brodie, Gwyneth Dalzell, Sean Hollingsworth, Jonathan Marriott, James Pyo, Janice Shachter, and Mahendan Sivabalasundaram. Pool members include Kim Pearson, John Rae, Rhonda Solomon and Howard Wax.

The Chair thanked all members and staff for the way that they navigated the cyber security incident including Hanh Nguyen (Administrative Assistant), Chrisanne Finnerty (Director of Commission Services), and TTC liaisons including Lodon Hassan (Assistant Manager of Customer Service), Heather Brown (Manager of Customer Communications), Matt Hagg (Senior Planner), Cameron Penman (Manager of Customer Service), and Dwayne Geddes (Head of Wheel-Trans).

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

The next meeting will be held in the new year.

6. Acknowledge and thank the 2021 Retiring ACAT Members

The Chair recognized the 2021 retiring members for their contributions in furthering accessibility and representing people with disabilities. The 2021 retiring members include Chris Stigas, Sam Savona, Margo Brodie, James Pyo, and Igor Samardzic. The committee will miss them greatly.

7. Introduction of the 2022 ACAT Members and Pool Members

The Chair congratulated each of the new incoming members of ACAT for 2022. The new members include Anita Dressler, Wangari Muriuki, Elizabeth Sahoye-Shury, Erica Tanny, and Howard Wax. The 2022 ACAT Pool members include Lauren Foote, Lorraine Le Camp, Robert Hampson and Bobbi Moore.

8. Review and Approval of October 28, 2021 and November 25, 2021 Minutes

Deferred to January 2022.

9. Outstanding Items

- Item: ACAT Terms of Reference – Ongoing.
Two copies of the ACAT Terms of Reference will be provided to members in the January 27, 2022 ACAT General meeting. One is a marked copy with the changes and one is the cleaned copy with the revisions included.

10. Deputation: Vasco Alcantara

Vasco Alcantara, Director of Business Development and Accessibility, Amnet Systems employs a team which includes many members with various types of disabilities. When his team members visit their clients, they mostly use the TTC. To do this, they use the website to plan their trips. The website, however, is not very accessible. Specifically, the team mentioned that the calendar on the trip planner was not accessible through keyboard. Alcantara pointed out that WCAG 2.2 will be released sometime next summer and that the TTC could suffer certain penalties as a result if this is not fixed. More importantly, they stated that this is a problem for everyone with disabilities who may need to use the TTC.

Questions and Comments from the Committee

A member clarified that although ACAT has had concerns with the Trip Planner itself, it is run by Triplinx (Metrolinx) and not the TTC, which therefore has limited power over it. Alcantara acknowledges this, but says that as it is still situated on the TTC's website, it is still a problem relevant to the TTC. Alcantara also pointed out other issues including the navigation menus have an improper tagging structure, highlighted screenshot images on the list tag were not provided, and promotional items were not verbalized by screen reader.

Another member stated that the current TTC website was the result of a three-year project. They wondered about what would be a proper timeline for something like what Alcantara is describing.

Tash Harriott, Manager of Digital Communications advised this was a seven-year project. The previous website was on the verge of crashing and staff had to launch the website in its current state or the TTC would suffer by having no website. Some of the issues mentioned will be fixed before the end of the year and others into the new year. The TTC will also follow-up with Triplinx in the coming year. The TTC is aware of other problems which are in the queue to be fixed. Unfortunately the cybersecurity incident resulted in some delays to staff's capabilities to work on the website.

The Chair inquired about the next steps and whether ACAT can play a role in pushing the issue. Harriott responded that she had sent a lot of feedback to Triplinx in the past and that she has no doubt they will find the same consideration for this. If a push is needed, she insisted that ACAT will be informed. The Chair then commented that it was a little worrying that people have been struggling with the website to the point that someone thought it important that they make a deputation.

Another member responded to Harriott, saying that this was a situation that TTC should have been able to take care of themselves and that a seven-year project being released in this state does not instill much confidence in the TTC's commitment to accessibility. Two other members echoed this concern and emphasized the need for accessibility to be prioritized as part of any initial discussions going forward.

Another member, who themselves worked with the Communications team on the website, admitted that a significant update would be needed. They recommended that the website be updated to version WCAG 2.2.

Members asked that Alcantara and his team could report back any further problems, to which Alcantara responded affirmatively. They will be monitoring this as it presents a job hazard to their employees.

A member asked whether Alcantara's team was using the app or the desktop website. Alcantara confirmed it was on the desktop website. The team likes to plan their trips and avoid the phone app.

Another member asked if the calendar was the only way to input dates and whether or not this could be done manually. This is possible.

11. Deputation: Adam Roy Cahoon

There was a deputation co-written and presented by Adam Roy Cahoon, a former ACAT member and the Accessibility Co-Chair at TTC Riders, and Jen Conroy. Adam expressed disappointment with the TTC over communications regarding a Wheel-Trans service disruptions due to the cyberattack during Halloween weekend. Many riders were not aware of how to get onto transit because the disruption was not properly reported in the media, including The Morning Show and the newscast. Many people were forced to cancel their appointments with doctors at the last minute causing them to incur cancellation fees and other penalizations. Conroy added that although delays are generally unforeseeable and unplanned, there needs to be a plan in place for people to feel supported.

On the Monday morning after, Adam states that nothing had been properly communicated and it fell upon TTC Riders to issue press releases. Most journalists were unaware that there was an issue and no TTC representative appeared to explain on television what had happened.

Cahoon and Conroy requested in their letter that the TTC issue a formal statement which can be used by riders affected by the weekend's events to contest the charges and other consequences incurred by the late cancellations.

Questions and Comments from the Committee

Dwayne Geddes, Head of Wheel-Trans apologized for the trouble that was caused and mentioned that this had come up at a recent Board meeting. The TTC will investigate this with their IT and Communications departments to prepare for such an event should it happen again in the future. If there are any issues with other providers, Dwayne Geddes recommends that customers call the TTC's Customer Service Centre to find someone to speak on their behalf.

A member mentioned having brought this issue up at the ACAT Executive Quarterly meeting with TTC Chair, Vice-Chair and TTC CEO. Digital communication was not the most effective way of communicating the issue as it is not easy for everyone. The media could have perhaps been used more effectively as people reported receiving different information depending on what they watched. This member hopes there will be a presentation on what happened in the near future.

Another member urged the TTC that while they are reevaluating how they communicate with customers, they should consider how what they learn from this can be implemented on a daily basis as delays, service changes and other events happen every day. The Chair suggested that it might be good for the Communication Subcommittee to be involved in this.

Another member echoed Cahoon and Conroy's sentiments and reiterated that customers need a commitment to accessibility from the TTC.

12. Review of Correspondence

Nil.

13. Recommendation for Honorarium (motion attached)

The ACAT Executives have been discussing an increase in honorarium for the Chair and introducing an honorarium for the Co-Vice Chairs. The motion, which was originally introduced at the November 25, 2021 meeting was revised and has been brought forward to December's meeting.

Janice Shachter moved the following motion, seconded by Lauri Sue Robertson:

MOTION TO TTC, RE: CHAIR AND VICE-CHAIRS HONORARIA

In consideration of the fact

- that at the November 2021 TTC Board meeting it was stated that ACAT is a huge asset to the TTC Board; and
- that the honorarium of \$75 per month paid to the ACAT Chair in appreciation of their devotion to ACAT has not been increased for approximately 30 years; and
- that the ACAT Chair and ACAT Co-Vice-Chairs devote many hours in their positions; (more hours than may be reasonably expected from a volunteer), and
- that the City of Toronto recognizes that "honoraria may remove barriers to participation, support diverse engagement of equity seeking communities, and give recognition to the value of perspective and lived experience to ... decision-making"

BE IT MOVED that ACAT recommends to the TTC Board:

- that the honorarium paid by the TTC to the ACAT chair be set at \$3,600 per year, to be paid in 12 equal monthly instalments; effective January 1, 2022, and
- that an additional honorarium be paid by the TTC to each of the ACAT Co-Vice Chairs be set at \$1,500 per year, to be paid in 12 equal monthly instalments; effective January 1, 2022, and
- that these honoraria be increased annually in the amount of the cost-of-living percentage increase, and
- that the ACAT chair or Co-Vice Chairs have the right to refuse such honorarium, on an individual basis, should they choose to do so, and
- that this honorarium is in addition to any benefits or monetary compensation given to all ACAT members.

Questions and Comments from the Committee

A member voiced a concern that the subcommittee chairs also shoulder much of the work and that there was nothing in the motion to stop any future Chairs from unfairly delegating all of the work to them. This had been brought up at the previous meeting as well, but has not yet been reviewed by TTC staff. The Mover of this motion felt it was inappropriate to include at this time. The Chair acknowledged these were good points and suggested that perhaps the new committee in the coming year may want to discuss this and maybe update the ACAT Members Manual.

Another member wondered how other members would feel about an added stipulation that honoraria is not intended for members who serve as representatives of organizations or businesses, a rule which has been implemented in other advisory committees to avoid conflicts of interest. Another member said that Chairs and Co-Vice Chairs will be required to do the same tasks regardless of their other affiliations, so they are unsure if a conflict exists. Another member stated that was one of the reasons why an option to refuse honorarium was written. They also said that they would be reluctant to add this point to the motion itself but said that it might be more appropriate for the preamble.

Discussion was held as to whether honorarium had been considered for the other ACAT members as well. This has been considered, but there remain many difficulties with the possibility. One member suggested that this conversation could be added to the Terms of Reference.

A member wanted to know the process by which the City approves honoraria and if it would apply to ACAT. ACAT is not listed as one of the City of Toronto's advisory boards and thus the process would not be applied.

ACAT Chair Igor Samardzic conducted a recorded vote on the motion.

In favour (11): Carmen Galvan, Debbie Gillespie, Sean Hollingsworth, Angela Marley, Craig Nicol, James Pyo, Lauri Sue Robertson, Janice Shachter, Igor Samardzic, Mahendan Sivabalasundaram, Chris Stigas.

Opposed (1): Sam Savona.

The motion was carried.

14. 2022 ACAT Meeting Dates for Approval

The 2022 ACAT meeting dates and times have been received. These dates and times are also included in the membership package to new members.

Questions and Comments

A member inquired if another date could be added to help members get to know each other before the executive elections. Other members were agreeable to this. The members also suggested a Zoom social.

The Chair mentioned receiving an email wherein a member asked if there was any flexibility for meetings to be scheduled later on in the day. As these dates are established with the TTC's ability to schedule a captioner, a minute taker, etc., these ideas will need to be reviewed internally.

15. COVID-19 updates

The Chair raised a concern on removing the physical distancing decals on TTC seats and whether or not that was still being implemented given the evolving situation.

Heather Brown, Manager of Customer Communications advised that the decals are being removed. The TTC is currently at 50% capacity on all modes and having more seats back in service will give people the opportunity to spread out so they are not standing clustered in the middle of the vehicle.

16. Wheel-Trans Transformation updates

Dwayne Geddes, Head of Wheel-Trans, advised that Phase 4 of the scheduling and dispatch software upgrade was implemented. Any feedback and comments are welcome.

As the year is ending the committee was reminded, retiring ACAT members are to return their annual transit passes by the end of 2021. The remaining members retain their passes until their term is completed.

Questions and Comments from the Committee

A member inquired why they received a letter from Natalie Poole-Moffatt stating they were appointed a pass in 2018, which will be extended to 2024. Dwayne Geddes advised that all ACAT members received this letter, which discusses in order to keep the pass active members must use the pass within the first few months of the year. This does not apply to retiring ACAT members. Dwayne Geddes assured the member that if there are any further questions or concerns, discussions can be done offline.

17. FOS Video

Dean Milton, Manager of Strategic Initiatives, Wheel-Trans presented the Family of Services (FOS) video that was created to demonstrate how Wheel-Trans customers travel on, and connect with, the conventional transit system using FOS(Family of Services). Dean thanked everyone from ACAT and staff for helping to put the video

together despite current difficulties. The video has been reviewed by both the Wheel-Trans Operations and Communications Subcommittees and should be available to the public early 2022.

Questions and Comments

A member suggested some viewers would benefit from described video.

Another member asked if there was a script available for them to read. The script has been circulated to the Communications Subcommittee and could be sent to this member as well.

18. Subcommittee reports, highlights and updates

Communications Subcommittee (CS) – Angela Marley, CS Chair

A CS meeting was held on December 2, 2021, chaired by Debbie Gillespie, via Webex.

Angela reported two items discussed were the FOS video and clarification of CS feedback given about the stop pole cards used during closures and diversions. This discussion informed staff who will provide a presentation in February.

The subcommittee completed a list of items they had provided feedback on in 2021, the Access Newsletters, the Self-Service Portal, the TTC website, MagnusMode TTC card decks, and two marketing campaigns Enabling Change for Accessibility and the Wheel-Trans Safety Campaign on curbside bike lanes.

Members reviewed Communications plans for celebrating the 100th Anniversary of the TTC and the improvements to the YouTube recording of TTC Board meetings.

In 2022, members will be looking towards to ACAT's 30th anniversary where attention will be made to accessibility milestones drawing from the work that has been done and in progress of both ACAT and the subcommittees.

The next CS meeting is scheduled for February 2022.

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

DRS meetings were held on November 24, 2021 and December 1, 2021 via Webex.

November 21, 2021 DRS meeting

Discussions were held regarding accessibility for the Line 2 extension to Scarborough. Many questions and concerns were raised about the layout of the tactile direction

indicators on the platforms and the wayfinding paths being too close to the platform edge tile paths.

At Scarborough Centre Station, there were concerns about the number of elevator changes between the bus and subway platform as well as the fact that most of the station includes unpaid areas whereas most other stations are mostly paid.

For Sheppard East Station, there were concerns that only one of two paired elevators at each end of the station reaches the platform and the other does not. This could be a source of confusion for riders.

December 1, 2021 DRS meeting

The subcommittee reviewed updates on the outstanding items list for Line 5, Eglinton Crosstown. DRS will continue to put pressure on Metrolinx to answer these questions promptly.

The subcommittee reviewed the update on platform gaps. Matt Hagg, Senior Planner - System Accessibility advised that seven more stations are planned to receive gap fillers by the end of 2021.

The subcommittee met with the City of Toronto to discuss accessible pedestrian signals. There is need for an audio message for people waiting to cross to the mid-road platform for surface stops. This may also apply to streetcar stops, but the issue has been raised in particular for the Eglinton Crosstown project because of how wide the streets are. Riders will need to cross multiple lanes before getting to the platform. A message stating whether riders will need to use this crossing to get to the platform was suggested, both westbound and eastbound. This is an issue which needs to be resolved within the next nine to ten months to be implemented in time for opening.

Matt Hagg has agreed that the TTC will coordinate this issue with the City and Metrolinx.

The next DRS meeting is scheduled for February 2022.

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

A SPS meeting was held on December 1, 2021 via Webex.

The 2022 Annual Service Plan was discussed including the 5-Year Service Plan. The 5-Year Service Plan outlined several initiatives that has mostly been started. The TTC is responding to the changing landscape as the public returns to normal. Public consultation has commenced in a two-part process. The results are that the public's main priorities are service reliability, frequency and accessibility, COVID-19 health and safety practices, clear communication on available services, and affordability. The top 3 priorities include improving regularly scheduled service by reallocating and reconfiguring

services, maintaining demand responsive service, and advancing key strategic initiatives.

When Line 5 opens, peak frequency is planned to be 5 minutes and will be faster than conventional buses due to utilizing the right of way and larger vehicles. Every station will have accessible service.

Questions and Comments from Subcommittee

Members requested clarification on the Wayfinding Strategy and the plan is to include tactile signage.

Another member asked if consultation with ACAT was needed to improve pedestrian routes.

Staff will follow up with these concerns.

Other items discussed included TTC addressing its 5-Year Fare Policy and 10-Year outlook, low lighting at certain stops which TTC will bring to the City, and the 121 Esplanade River route. Stops along the route were revised in order to accommodate the City's protected bike lane project. The TTC noticed inconsistencies with stops at Market Street, mainly that they were too close to the stops at Jarvis, and the decision to maintain the stops was not worth impeding with the City project. Members asked about local infrastructure and whether or not the local community was consulted before making this decision. As it was a small project, the community involvement was not required. Members suggested that discussing with the public would have been a good idea.

The next SPS meeting is scheduled for February 2022.

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

A WTOS meeting was scheduled on December 10, 2021 via Webex.

Lauri Sue Robertson presented the report on behalf of Sam Savona.

Marco Iorfida, Scheduling and Policy Specialist, advised the subcommittee no answer has been received yet on where the stops will be located at Yorkville Mall and Sherbourne Subway.

In discussions on the new bike lanes, members expressed concerns with the term accessible loading zones, which have now been changed to accessible boarding zones. There were also discussions on the discrepancies between bringing up addresses on the mobile Wheel-Trans app versus the desktop website.

Victoria Kolakowski, Travel Specialist, Wheel-Trans gave an update on travel training. There has not been a lot of demand, likely due to weather, but they were looking for ideas on how to advertise. They also presented a draft of a post-travel training feedback form. The survey will be reviewed by the Communication Subcommittee.

In response to a deputation by Mazin Aribi, former ACAT member, suggesting eight same-day door-to-door conversions per month, Dean Milton, Manager of Strategic Initiatives, advised the committee that this could not be supported due to the large number of requests this would create. The TTC will collect information about when FOS trips are refused to better understand why. The TTC will prioritize getting customers' conditional eligibility correct so that they will get the appropriate support. This will be determined fairly through assessments with Sunnybrook Hospital and any appeals will be managed by TELUS Health.

In new business, buses are now cleaned twice a day in accordance with Toronto Public Health guidelines as opposed to thrice a day. All TTC customer-facing employees have been vaccinated.

The next WTOS meeting is scheduled for February 2022.

19. Metrolinx accessibility updates

The Chair suggested that this item be deferred to the meeting on January 27, 2022. The committee members were agreeable to this.

20. Other / New Business

A member advised that the Election Procedure required adjustments as outlined in an email from Janice Shachter. Due to the time sensitivity of this concern, staff liaisons will review prior to the elections in January.

21. For ACAT Members' Information

- a. ACAT New Member Orientation – Thursday, January 6, 2022 at 1 p.m. to 4 p.m.
- b. ACAT Executive Elections – Thursday, January 13, 2022 at 1 p.m. to 2 p.m.
- c. AODA Training for ACAT Members – Thursday, January 13, 2022 at 2 p.m. to 3 p.m.

22. Next Meeting – January 27, 2022

The next ACAT general meeting will be held on January 27, 2022 from 1 p.m. to 3:30 p.m. via Webex.

23. ACAT Chair's Closing Remarks

Igor Samardzic, 2021 ACAT Chair, thanked all of the committee members and the members of staff for their work this year. Change is slow but important and the patience and persistence are worth it in the end. He encouraged everyone to continue challenging the status quo and continue to dismantle the systems of oppression in our society. In closing, the Chair shared a quote from his mentor, Christine Karcza:

“I can spend my whole day writing letters. Instead, we need to do more, intervene where we can, and disrupt as much as we can.”

24. Adjournment

On a motion by Sam Savona, the meeting was adjourned at 3:56 p.m.

Gabriella Providence
Recording Secretary

TORONTO TRANSIT COMMISSION

APPROVED

COMMITTEE MINUTES

Minutes of Meeting: ACAT General Meeting - #375

Meeting Date: Thursday, January 27, 2022
1 p.m. to 3:30 p.m.

Location: Virtual meeting via Webex

Present: Jonathan Marriott, ACAT Chair
Anita Dressler, ACAT Vice-Chair
Debbie Gillespie, ACAT Vice-Chair
Gwyneth Dalzell
Carmen Galvan
Sean Hollingsworth
Angela Marley
Wangari Muriuki
Bobbi Moore
Craig Nicol
Lauri Sue Robertson
Janice Shachter
Mahendan Sivabalasundaram
Erica Tanny
Howard Wax

Pool Member: Lauren Foote

TTC Representatives: Rick Leary, Chief Executive Officer
Stephan Boston, Chief Instructor, Occupational Training
Centre
Jim Ross, Chief Operating Officer
Dwayne Geddes, Head of Wheel-Trans
Hannah Biesterfeld, Manager of Human Rights
John Boucher, Manager of the Lakeshore Garage
Heather Brown, Manager of Customer Communications
Matt Hagg, Acting Manager – Customer Experience / Fare
Policy

David Lo Presti, Manager of Contracted Taxi Services,
Wheel-Trans
Dean Milton, Manager of Strategic Initiatives, Wheel-Trans
Cameron Penman, Manager of Customer Service, Wheel-
Trans
Diana Francis, Assistant Manager, Wheel-Trans
Lodon Hassan, Assistant Manager of Customer Service,
Wheel-Trans
Seth Irvine, LRT Operations Coordinator
Victoria Kolakowski, Travel Specialist, Wheel-Trans

Invited Guests:

Mazin Aribi, Former ACAT member
Sam Savona, Former ACAT member
Jeffrey Short, Senior Advisor of Universal Design, Metrolinx
Chris Stigas, Former ACAT member

Items discussed

1. Call to Order / Attendance
2. Land Acknowledgement
3. Declaration of Conflict of Interest
4. Housekeeping Items and Procedures (Accommodations)
5. Approval of Agenda
6. Remarks from ACAT Chair
 - a. TTC Board Meeting and Accessibility Matters: Nil
7. Remarks from Chief Executive Officer
8. 2022 ACAT Executive Elections results
9. Announcement of 2022 Subcommittee Membership
10. Review and Approval of October 28, 2021 and November 25, 2021 Minutes
11. Outstanding Items
12. Review of Deputation: Chris Stigas
13. Metrolinx accessibility updates
14. Review of Correspondence
15. 2022 ACAT Meeting Dates
16. COVID-19 updates: Nil
17. Wheel-Trans Transformation and Severe Weather updates
18. New Business
19. Next Meeting – February 24, 2022
20. Adjournment

1. Call to Order / Attendance

ACAT Chair Jonathan Marriott called the meeting to order at 1:07 p.m. and attendance was taken.

2. Land Acknowledgement

The land acknowledgement was read by the ACAT Chair.

3. Declaration of Conflict of Interest

The Chair read the definition of a conflict of interest according to the TTC's corporate policy. No conflicts of interest were declared.

4. Housekeeping Items and Procedures (Accommodations)

The Chair reminded new ACAT members that meetings will have live captions and the minutes will be published on the TTC website. Members were reminded to refrain from discussing private topics that are not relevant to public interest and to speak slowly to facilitate the understanding of all participants.

If members are unable to attend a subcommittee meeting, they are asked to please let TTC staff know as far in advance as possible.

Silence infers agreement, so members do not always need to raise their hands to agree. Members are required to voice or indicate their opposition.

Members must be mindful that others may need accommodations. Members may also feel safe to voice when they feel that certain terminology does not represent them.

The Chair mentioned that he would be taking a leave of absence until March. Debbie Gillespie, ACAT Co-Vice Chair, will be filling in for him in the interim.

5. Approval of Agenda

Howard Wax moved the agenda, seconded by Lauri Sue Robertson, as amended, as follows:

- Item 7 – Remarks from TTC Chief Executive Officer
- Item 13 – Metrolinx accessibility updates
- Item 14 – Review of Correspondence
- Item 15 – 2022 ACAT Meeting Dates

6. Remarks from ACAT Chair

The Chair thanked the members of ACAT for trusting them with this position and they are looking forward to carrying out this important work. They also congratulated

Mahendan Sivabalasundaram on his new position at work, which will require him to leave his position at ACAT in February.

a. TTC Board Meeting and Accessibility Matters

Nil.

7. Remarks from TTC Chief Executive Officer

The TTC Chief Executive Officer, Rick Leary, acknowledged the week of January 27, 2022 marked two years since the virus (COVID-19) first appeared in Toronto. People at the TTC have been reflecting on the ways that the company does business and the challenges that it has dealt with particularly representing two of the TTC's core values on safety of customers, safety of employees and the safety of the public while providing service during the pandemic. In addition, it gave the TTC the opportunity to reflect on the efforts on accessibility such as the push for Easier Access stations and the TTC's quick response to an incident on December 21, 2021 on TTC elevators that were vandalized. The TTC is committed to its goal of being barrier-free by 2025 and as part of this commitment, intends to publish a report on the progress of the Easier Access project.

Rick Leary congratulated the new ACAT Executives as well as all of the members of ACAT for their hard work in helping move the organization along even in the midst of the global pandemic.

Jonathan Marriot, ACAT Chair, thanked him for his words.

8. 2022 ACAT Executive Elections results

Jonathan Marriott as ACAT Chair and Anita Dressler and Debbie Gillespie as the two ACAT Vice-Chairs.

9. Announcement of 2022 Subcommittee Membership

Due to resignations, ACAT Pool members, Bobbi Moore will replace Elizabeth Sahoye-Shury to complete the remaining three-year term and Lauren Foote will replace Mahendan Sivabalasundaram to complete the remaining one-year term.

The members of the subcommittees for 2022 will be as follows:

- Wheel-Trans Operations Subcommittee: Anita Dressler, Sean Hollingsworth, Bobbi Moore, Lauri Sue Robertson, Howard Wax, , Robert Hampson.
- Communications Subcommittee: Carmen Galvan, Angela Marley, Jonathan Marriott, Janice Shachter, Erica Tanny, Howard Wax, Bobbi Moore.
- Design Review Subcommittee: Gwyneth Dalzell, Sean Hollingsworth, Angela Marley, Jonathan Marriott, Wangari Muriuki, Craig Nicol, Lauren Foote.

- Service Planning Subcommittee: Gwyneth Dalzell, Anita Dressler, Craig Nicol, Lauren Foote, Carmen Galvan, Wangari Muriuki, Lauri Sue Robertson, Erica Tanny.

10. Review and Approval of October 28, 2021 and November 25, 2021 Minutes

Angela Marley moved to approve the October 28, 2021 minutes, seconded by Howard Wax.

Lauri Sue Robertson moved to approve the November 25, 2021 minutes, seconded by Howard Wax.

11. Outstanding Items

- Item: ACAT Terms of Reference – Ongoing.
Due to new members joining ACAT, it was suggested all members review and bring any questions, objections or comments to the February ACAT general meeting, in which the Terms of Reference will be discussed for approval. Members were sent two copies of the ACAT Terms of Reference; one is a marked copy with the changes and one is the cleaned copy with the revisions included.
- Member Janice Shachter suggested adding to the Outstanding Items list the motion for honorariums. Dwayne Geddes, Head of Wheel-Trans, agreed and advised that Wheel-Trans and TTC staff will be reviewing the motion to ensure that it is in line with their Human Rights department, Legal department, and others to advise on appropriate steps. Once these are established, staff will report back to ACAT.

12. Review of Deputation: Chris Stigas

Chris Stigas, former ACAT Co-Vice Chair, began by welcoming the new ACAT members. During their tenure, the TTC had granted Chris Stigas a transit pass in order to provide recommendations regarding accessibility. As a token of appreciation this pass would be extended for a time equal to the number of years served on the committee, which equated to three years. This rule was changed in 2020 in response to a new qualifier about how the monetary value of the pass is recorded on the TTC's books. People now have three options: they can now declare the pass as a tax benefit, they can itemize each business trip, or they can decline the pass altogether. Members who began their tenure in 2018 were grandfathered in, but those who began in 2019 were not. Stigas finds this to be an unequal double standard and is concerned that this may set a precedent in terms of the TTC making promises to members only to break them later (in the middle of a term in this case).

The Chair then opened the floor to questions for the deputant.

Questions and Comments from the Committee

A member asked about what the effect of this decision was on the deputant. Stigas explained that they felt their work at ACAT had been diminished. They will also need to reconsider their finances as a result. They estimate that they have worked for an hour to an hour and a half every day trying to resolve the issue.

Another member thanked Stigas for the deputation and asked whether or not ACAT was consulted at all in this decision. According to Stigas, it did come up briefly, but not for feedback. It was mixed into an explanation on a change in accounting.

There was some discussion on whether the general meeting was the correct place to discuss this. Some members felt it was more of a housekeeping issue while others believed it affected the TTC's trustworthiness and thus was an accessibility issue. Both sides agreed that it was an issue which should be resolved in some way.

Dwayne Geddes, Head of Wheel-Trans, explained that this matter dated back to 2019. Originally, it was brought up as a matter of reviewing honorarium for members. In 2020, there were many discussions surrounding honoraria and the changes that needed to be made, including a lot of consultation with the TTC's legal team, payroll and other departments. Canada Revenue Agency (CRA) guidelines indicated that there was a T4A which needed to be implemented and by September of 2020, ACAT held an in-camera meeting with the Head of Payroll. In November, the TTC sent out an email describing the new policy going forward with the T4A as per CRA regulations. Dwayne Geddes emphasized the value of the TTC's relationship with ACAT and that the TTC understands the importance of being fair and honest. Currently, members have the opportunity to resign if they find they can no longer serve due to the fact that they will not get a TTC pass upon retirement. This information is available in the updated ACAT Members' Manual. This new process is standard for members serving in 2021. For Stigas' specific situation, Dwayne Geddes believes this is best addressed in an in-camera session.

In a motion moved by Lauri Sue Robertson and seconded by Howard Wax, this discussion was moved to resume in-camera at a later date. There were no objections to this from the members.

13. Metrolinx accessibility updates

Jeff Short, Senior Advisor of Universal Design, Metrolinx, attended to provide an update on various Metrolinx projects. Metrolinx consulted with ACAT on the Eglinton Crosstown, the Finch West LRT, and two of the new Metrolinx Subway Projects. Currently, they are in the process of planning for similar consultations on the Eglinton Crosstown West extension, which should be taking place in mid-February, as well as the Yonge North Subway extension in May.

The Eglinton extension will go from the Mount Dennis area to the Renforth-Etobicoke-Mississauga border. Metrolinx is addressing action items that came out of past discussions on the Eglinton Crosstown and more progress has been made on those matters. They are currently reviewing additional comments and will report back to ACAT.

Question and Comments from the Committee

A member emphasized the importance of allowing ACAT to review all of these stations rather than individual ones, since some stations are uniquely designed, especially on the Ontario Line. Short responded that Metrolinx is still in the process of determining the scope of these consultations. They are trying to find the right balance between ensuring ACAT is engaged in the process and being able to properly resource this conversation.

Another member mentioned that the team has not seen one of the actual Crosstown trains yet and wondered what the timeline was for ACAT to visit an LRT station. Unfortunately, there are no updates yet, but Short will be meeting with the project team during the following week to discuss.

Angela Marley and Craig Nicol have taken on the task of updating station descriptions and it is therefore important that they get information on these new stations. There were also some concerns over where the cars would be stopping on the track. Short informed station layout drawings would be forwarded to the TTC and circulated to ACAT. This will also be discussed at the project team meeting next week and emailed to ACAT.

Another member emphasized that accessibility and barrier-free design should be a priority at the beginning of a design. This way fewer changes would need to be made later. Short responded that they agreed with this and that Metrolinx is doing that by consulting with ACAT at the project requirement stage rather than the design stage.

The Chair thanked Jeff Short for coming. Short would be happy to come back to future meetings with additional updates.

14. Review of Correspondence

In early January, there was some correspondence about an incident involving an unnamed person which was copied to TTC staff members, ACAT members, the Mayor, and a City Councillor. The full list of those who received this email remains unclear. It was brought up that the TTC should acknowledge the original communication and investigate the situation, especially as some members report hearing rumors that they may be associated with the incident.

ACAT is requesting that a response from the TTC be provided to all ACAT members regarding the correspondence. This would entail an update on the situation as well as a resolution.

Dwayne Geddes indicated that the TTC is aware of the communication and that it is part of an ongoing investigation. He is personally overseeing the matter and will report back to ACAT once they have a response.

15. 2022 ACAT Meeting Dates

The 2022 ACAT Meeting Dates were circulated to members before this meeting. The information supplied is based on the availability of live Captioners.

16. COVID-19 updates

Nil.

17. Wheel-Trans Transformation and Severe Weather updates

Dwayne Geddes, Head of Wheel-Trans, encouraged members to test and use the new mobile app pilot and provide their feedback. Interested members can contact Ross Visconti, GIRO Project Manager of Wheel-Trans.

Dwayne Geddes provided an update on TTC's response to the recent severe weather storm. Many conventional buses became stuck in the snow as well as 5 to 6 Wheel-Trans vehicles as a result of the sudden amount of snow. No customers were stranded. Additional staff were on the phones to ensure the priority line was well staffed. Line 3 SRT(Scarborough Rapid Transit) had to be shut down for some days and buses were available instead. There will be an operational update, the details of which will be available in February. TTC staff will also be looking into ways they can improve their response in case of another severe weather event. Further updates will be provided when available.

Questions and Comments from the Committee

A member wanted to ensure that Wheel-Trans will do everything they can to provide customers who report needing to make a vaccine appointment with service to get there.

Lodon Hassan, Assistant Manager of Customer Service advised the TTC was assisting customers who call on the same day for their vaccine appointments. This has been communicated to the Reservations and Dispatch teams.

18. New Business

Carman Galvan reminded the members that the idea of a meet-and-greet event had come up at the last meeting and volunteered to organize this for the team. The members were all agreeable to this.

19. Next Meeting – February 24, 2022

The next ACAT general meeting will be held on February 24, 2022 from 1 p.m. to 3:30 p.m. via Webex.

20. Adjournment

On a motion by Howard Wax, the meeting was adjourned at 3:09 p.m.

Gabriella Providence
Recording Secretary

TORONTO TRANSIT COMMISSION
COMMITTEE MINUTES

APPROVED

Minutes of Meeting: ACAT General Meeting - #377

Meeting Date: Thursday, February 24, 2022
1:00 p.m. to 3:30 p.m.

Location: Virtual meeting via WebEx

Present: Debbie Gillespie, ACAT Vice-Chair, Acting Chair
Anita Dressler, ACAT Vice-Chair
Gwyneth Dalzell
Lauren Foote
Carmen Galvan
Sean Hollingsworth
Angela Marley
Wangari Muriuki
Bobbi Moore
Craig Nicol
Lauri Sue Robertson
Janice Shachter
Erica Tanny
Howard Wax

Pool Members: Lorraine le Camp
Robert Hampson

Regrets: Jonathan Marriott, ACAT Chair

TTC Representatives: Dwayne Geddes, Head of Wheel-Trans
Al Pritchard, Head of the Vehicle and Bus Maintenance
Department, TTC
Jim Ross, Chief Operating Officer, TTC
Kirsten Watson, Deputy Chief Executive Officer, TTC
Angela Cutulenco, Director of Quality Assurance and IT
Services Department, TTC
John Boucher, Manager of the Lakeshore Garage

Heather Brown, Manager of Customer Communications, TTC

Matt Hagg, Acting Manager of Customer Experience and Fare Policy, TTC

Dean Milton, Manager of Strategic Initiatives, Wheel-Trans

Cameron Penman, Manager of Customer Service, Wheel-Trans

Mohammed Shaikh, Manager of Wheel-Trans

Riyaz Sufi, Manager of Testing and Quality Assurance, TTC

Natalie Francis, Divisional Assistant Manager, Wheel-Trans

Lodon Hassan, Assistant Manager of Customer Service, Wheel-Trans

Stephan Boston, Chief Instructor of the Training Department, TTC

Maria Khan, Senior Digital Communication Specialist, TTC

Victoria Kolakowski, Travel Specialist, Wheel-Trans, TTC

Paolo Nicolas, Administrative Assistant, Wheel-Trans, TTC

Hanh Nguyen, Administrative Coordinator, TTC

Dorna Zaboli, Human Rights Consultant, TTC

Invited Guests:

Jeannie Kippax

Items discussed

1. Call to Order / Attendance
2. Land Acknowledgement
3. Declaration of Conflict of Interest
4. Approval of Agenda
5. Review and Approval of December 16, 2021 and January 27, 2022 Minutes
6. Remarks from acting ACAT Chair
 - Report on TTC Board Meeting and Accessibility Matters
7. Introduction of Paolo Nicolas, Administrative Assistant, Wheel-Trans, TTC
8. Remarks from TTC Executive
9. Outstanding Items – ACAT Terms of Reference Approval
10. Deputation: Nil
11. Review of Correspondence: Nil
12. COVID-19 update: Nil
13. TTC Website Roadmap from Communications
14. Wheel-Trans Transformation update from Dwayne Geddes
15. Subcommittee Reports, Highlights and Updates
 - Communications
 - Design Review
 - Service Planning
 - Wheel-Trans Operations
16. New Business
17. Next Meeting – March 31, 2022
18. Adjournment

1. Call to Order / Attendance

Debbie Gillespie, ACAT Vice-Chair, Acting Chair, called the meeting to order at 1:09 p.m. and attendance was taken.

The Acting Chair noted that the Chair will return to ACAT in March 2022.

2. Land Acknowledgement

The land acknowledgement was read by the Acting ACAT Chair as follows:

“We acknowledge the land we are meeting on is the traditional territory of many nations including the Mississaugas of the Credit, the Anishnabeg, the Chippewa, the Haudenosaunee and the Wendat peoples and is now home to many diverse First Nations, Inuit and Métis peoples. We also acknowledge that Toronto is covered by Treaty 13 with the Mississaugas of the Credit.”

3. Declaration of Conflict of Interest

No conflicts of interest were declared.

4. Approval of Agenda

On a motion by Howard Wax and seconded by Bobbi Moore, the agenda was approved with no amendments.

Later, the Acting ACAT Chair allowed for an amendment called “Introduction of Paolo Nicolas, Administrative Assistant, Wheel-Trans, TTC” as the new Item 7.

5. Review and Approval of December 16, 2021 and January 27, 2022 Minutes

On a motion by Lauri Sue Robertson and seconded by Janice Shachter, the minutes from December 16, 2021 were approved with no amendments.

On a motion by Howard Wax and seconded by Angela Marley, the minutes from January 27, 2022 were approved with no amendments.

6. Remarks from acting ACAT Chair

Debbie Gillespie, Vice-Chair, Acting Chair will be chairing ACAT general meetings on behalf of Jonathan Marriott, Chair, until the Chair’s return in March 2022. The Acting Chair took this as an opportunity to outline the perspective from which she will chair meetings. The Acting Chair encouraged new members to participate and ask questions when needed. She also advised new members to look at issues as objectively as they could with the goal of benefitting as many people as possible, including seniors and people with disabilities.

- Report on TTC Board Meeting and Accessibility Matters

The Acting Chair shared some highlights from the February TTC Board Meeting. The items presented pertained to the updates and status of phase 3 of the Easier Access

Project, the TTC's 2022 Annual Service Plan, and the advancement of the 5-Year Fare Policy. The TTC Board meetings are available on the TTC YouTube channel.

7. Introduction of Paolo Nicolas, Administrative Assistant, Wheel-Trans, TTC

Paolo Nicolas will be replacing Hanh Nguyen as administrative assistant at Wheel-Trans. Paolo joined Wheel-Trans from the Subway Infrastructure Department. He started with the TTC in 2018 in the Training and Development Department and has also worked in the Engineering Department.

8. Remarks from TTC Executive

Kirsten Watson, Deputy Chief Executive Officer, TTC, thanked the committee for the invite. Kirsten explained that the TTC's executive team has agreed to have at least one or two of its members attend every ACAT general meeting. This is to make sure that they are hearing the issues presented in person. Kirsten then assured the committee that the executive team was here to support them and help with anything that requires an executive push.

Questions and Comments from the Committee

One member noticed that there was no COVID-19 update. They were asking when the TTC was planning on going back to in-office work. Kirsten replied that after some conversations among the executive team, they are tentatively looking at a hybrid model where employees would have two to three days a week in the office starting in April. The member voiced that ACAT members would also like to return to face-to-face meetings.

Another member mentioned it is sometimes difficult to keep up with staff names and positions. They suggested that the TTC provide members with an organization chart explaining who everyone is. Kirsten responded that such a document could be provided.

The Acting Chair brought attention to the fact that there are outstanding issues with Metrolinx. Sometimes, discussions on these items have felt like a stalemate. The Acting Chair wondered if there were any ideas on how this can be addressed or overcome. Kirsten recognized those challenges and believed that the best way to approach the situation was to make a list of those items and rank them in order of priority. Then, TTC staff can think about how they can escalate these issues with Metrolinx.

9. Outstanding Items – ACAT Terms of Reference Approval

The topic of honorariums was missing on this list. It was proposed that the committee address this item next meeting on March 31st.

The item that was addressed in this meeting was the ACAT terms of reference. The terms of reference were reviewed by TTC staff. The Acting Chair recommended approving them as they stand, perhaps with some minor wording changes.

Angela Marley proposed the following edit on page 3:

Change: “ACAT’s executive” at the top of the page, to: “the ACAT executive”.

On a motion by Angela Marley and seconded by Lauri Sue Robertson, the ACAT Terms of Reference were approved with this edit.

The ACAT Terms of Reference and these updates were therefore approved to be sent to the TTC Board for approval.

10. Deputation: Nil

11. Review of Correspondence: Nil

12. COVID-19 update: Nil

13. TTC Website Roadmap from Communications

An update to the TTC website was provided to the committee by Maria Khan, Senior Digital Communication Specialist, TTC and Angela Cutulenco, Director of Quality Assurance and IT Services Department, TTC. The first part of the presentation covered the roadmap of how TTC will be resolving existing accessibility defects on the new ttc.ca while the second part addressed quality assurance and centering accessibility.

Background

The new TTC website was launched in fall of 2021. It was necessary to create a new one because the old website was not up to accessibility standards at the time and it was becoming less reliable. The new website is more accessible and was created with feedback from ACAT and other accessibility concerns in mind. By resolving the current accessibility defects, the new ttc.ca will be WCAG 2.0 AA compliant.

Customer Feedback Since Launch (October 22, 2021)

There were 126 comments, both complimentary and critical, from October to mid-February. Most of the complaints pertained to customers adapting to the new website. Over the months, the number of complaints have decreased and there have been no specific complaints about accessibility.

2022 Accessibility Roadmap

Post-launch, there were 70 outstanding accessibility defects with 18 prioritized by customer impact and cleared in the first quarter of 2022. The defects that were resolved were specific to the route and schedule pages of the website. The second quarter will address a number of other defects such as the calendar, footers, search news, etc. In quarter 3, these defects should be reduced to 25 and in quarter 4, the remaining 16 defects related to Google Translate will be resolved.

Questions and Comments from the Committee

One member asked if Maria Khan would be the person who would handle digital communications with ACAT going forward. Khan confirmed she would be the point of contact. The member mentioned the Communication Subcommittee has been trying to give feedback on the website and has had limited success with getting answers. They challenged the notion that there have not been many complaints on the website's accessibility because of this. The member also asked if any of these 18 defects were shared with the subcommittee. Khan explained that the complaints on the previous slide were from customers and not ACAT. They were also unsure if those 18 defects were shared with ACAT, but assured that they could be.

The Acting Chair asked for clarification on all of the outstanding items being dealt with in Q4 2021. Khan explained that they will be doing a release every quarter that resolves outstanding accessibility defects.

Another member asked for clarification on what some of the defects listed on the slide were, as some jargon was used to describe them. Khan replied by explaining some of the tools used to navigate the webpage.

Direction Sought – For Review and Input

There was an issue on stop pages that Maria Khan wanted to address with the committee to get their feedback. Stop pages have timetables to tell customers the time for every stop. This table does not currently have a header and in its current state, Voice Over on IOS would read out the table exactly as it is. Khan would like to add a header to make the table more accessible, but every time they do that, Voice Over reads the header every time it starts on a new row. This becomes repetitive. Khan then asked the committee for their suggestions.

One member, who uses Job Access with Speech (JAWS), did not find the headers to be necessary as long as users could navigate to cells if they so choose.

The Acting Chair said they would try testing it themselves as well, but that this would also be a good conversation for the Communications Subcommittee.

IT - Quality Assurance Update

Angela Cutulenco, Director of Quality Assurance and IT Services Department (ITS), began by acknowledging that accessibility needed to be a priority at the beginning of each project rather than near the end. To help support this, Quality Assurance has come up with the following goals for this year:

- Grow professional internal quality assurance resources in accessibility testing
- Establish Accessibility Centre of Excellence within its input governance
- Develop accessibility testing guidelines
- Establish accessibility tool governance

- Conduct accessibility audits once a year

IT – Establishing an Accessibility Centre of Excellence

The ITS Accessibility Center of Excellence is an entity that will be operating across all IT service department teams to provide leadership and direction in accessibility matters, establishing and promoting best practices in accessibility, working with ACAT to obtain their input and address recommendations, conduct research and development to provide appropriate recommendations in accessibility matters, and finally, to support education in accessibility.

Questions and Comments from the Committee

One member commended the staff for this new initiative and asked whether they plan on adding new staff or hiring consultants. Cutulenco responded that they already have staff in the QA vendors position, but they are thinking of increasing their own staff and resources as well as hiring new people.

Another member made the suggestion that the TTC may want to consider focus groups (maybe from the Communications Subcommittee) in evaluating the status of their website. Angela Marley, CS Chair, echoed this sentiment, saying that it would make sense for there to be ongoing communication with this subcommittee. The Acting Chair then suggested that people from Maria Khan and Angela Cutulenco's team join subcommittee meetings.

14. Wheel-Trans Transformation update

Dwayne Geddes, Head of Wheel-Trans, TTC gave the committee an update on policy and COVID-19.

Through ACAT's advocacy, all customers with the Good Day/Bad Day condition will now be given Unconditional status. He reiterated Sean Hollingsworth's statement, it is this kind of work that makes being part of ACAT meaningful.

Regarding COVID-19, restrictions are being lifted around the province which means that the TTC is looking into bringing back ride-sharing on Wheel-Trans. Dwayne Geddes is unsure of the timeline for that, but Wheel-Trans is preparing for it. Masking will continue as usual and customers will still be screened. The Acting Chair asked if communications about this will pass through the Communications Subcommittee and Dwayne confirmed that it would.

Questions and Comments from the Committee

One member asked if the presentation presented to the Toronto Accessibility Advising Committee (TAAC) could be submitted to ACAT as well. Dwayne confirmed this can be arranged. As a synopsis, Dwayne told ACAT that this presentation was regarding the possibility of using Skype for Appeals.

Another member asked for an update on the letters from Elizabeth Sahoye-Shury. Dwayne advised that the matter is still being investigated. The member also asked for an update on Chris Stigas' matter going to the Ombudsman. Dwayne explained that they are in contact with a member of that office and they are working on resolving the matter.

15. Subcommittee reports, highlights and updates

Communications Subcommittee (CS) – Angela Marley, CS Chair

The Communication Subcommittee met on February 3, 2022. Jerry Albanese, Operations Coordinator of Transit Control, TTC gave a presentation on the Customer Service Disruption Notification (CSDN), a system used by Transit Control to communicate with customers. Specifically, they showed the subcommittee how communications regarding the status of the elevators work in response to a request by CS for an explanation on long elevator outages. When an alert is activated by TTC staff, the message is sent to customers automatically via service alerts, Twitter updates, Passenger Information Displays (PIDs) at the stations, and email. Staff may also communicate with customers by updating the messages on the CSDN Lift Line. Note that Lift Line messages are updated whenever there is news on the elevators' status.

The subcommittee asked whether this presentation could be made available to TTC customers and Albanese responded that they would look into this. TTC staff could also be informed to check non-TTC elevators around the stations and forward their status to Transit Control.

Kal Bedder, Designer, Design and Wayfinding, provided an update on the simplified stop pole messaging for Closures and Diversions. In 2021, the Communications Subcommittee members voiced concerns that stop pole card messaging was too difficult to understand and requested more concise language with less jargon accompanied by simplified maps. Bedder presented the new proposed stop pole cards alongside the current cards, pointing out the differences between the two. The updated versions include information like transfer points and focus more on directing customers on how to continue their journey. Staff will return to the subcommittee with more finalized designs in May 2022.

The subcommittee also reviewed the new Post-Travel Training Feedback forms presented by Victoria Kolakowski, Travel Trainer, Wheel-Trans. These forms are to be completed after travel training.

The next Communications Subcommittee meeting will be held on March 3, 2022.

Highlights

Elevator outages communication processes.

Updated stop pole card messaging for closures and diversions.

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

The Design Review Subcommittee met on February 16, 2022.

Metrolinx provided an overview of the design requirements for the Eglinton Crosstown West Extension (ECWE) and focused on accessibility and customer facing infrastructure. This extension of the ECLRT is from Mount Dennis to Renforth with seven stations running mostly underground but with two elevated stations. General designs were shown with preliminary concepts for two sample stations. The subcommittee had concerns with the lack of bus platforms and other infrastructure to connect well with stations and for weather protection. Jim Hopkins, Transit Safety Professional, gave the subcommittee a presentation on the inter-car barrier of the ECLRT. The purpose of the presentation was to give an overview of the safety issues and precautions associated with the coupler gaps between train cars. The coupler gaps are around 3.5 meters long. A previous safety workshop yielded a shortlist of recommendations for a barrier, the most practical of which was deemed to be flexible bollards on the platform. These have been used successfully to mitigate safety issues on multiple transit properties and are readily available for use on the ECLRT.

The bollards are a series of approximately 18 yellow tubes mounted atop a 4-meter long strip which are flexible enough to be pushed out of the way in the exceptional event that the train stops incorrectly and the door of a train may open where they are located. Ottawa's LRT has been using flexible bollards since 2019 with the only incidents involving people trying to lean on them. This has been remedied by prohibitory decals.

The subcommittee was concerned about the effectiveness of this barrier depending on the accuracy of the train. Underground, this is not an issue as there is automatic control, but above ground, operators must be able to estimate the right position.

There were also concerns with the proposed 26-inch height of the posts that the bollards are mounted onto. Subcommittee members believed it would be better if they were shorter. The response to this was that there would need to be a balance between making them tall enough to discourage people leaning on them.

There was discussion about how customers with vision impairment may be able to navigate the posts when shorelining the train. The subcommittee asked to be able to inspect the design themselves.

The next Design Review Subcommittee meeting will be held on March 2, 2022.

Highlights

Eglinton West Crosstown presentation.

Inter-car barrier system for the ECLRT line 5.

Questions and Comments from the Committee

The Acting Chair commended the executive leadership team for their ability to make difficult qualitative decisions when things are not available to demo. They used the example of Metrolinx wanting to create a template for accessibility but only wanting to show the committee a few stations for upcoming provincial subway projects. The same template cannot apply to every station as each station is unique, so it is imperative that ACAT view as many stations as possible rather than a select few.

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

The Service Planning Subcommittee met on February 2, 2022. In a discussion lead by Jonathan Reid, Manager – Transit Operations, members wanted to learn how the TTC makes sure that buses are on schedule as well as what is done when they are behind. The TTC pulls buses from other routes and updates the website to reflect delays. Customers are encouraged to call the customer service line when there seems to be a breakdown in service.

The subcommittee was also concerned with the way that some operators have seemed annoyed at having to lower ramps for people who ask. This is something they are supposed to do upon request. The FOS service team has initiated a review of TTC policies wherein they have asked that ramps be deployed automatically for people using walkers, in particular.

During emergency subway turnbacks, the TTC deploys a minimum of five supervisors to ensure safety on TTC platforms. There are also approximately 10 mobile supervisors assigned to certain sections and they are typically the first staff on scene.

The TTC has introduced 16 heated Access Hubs. Other bus shelters around the City of Toronto may also become heated as part of the City's street furniture contract.

Regarding the 5-year Fare Policy and the 10-year Outlook, three policy options based on consultations will be presented to the TTC board for endorsement:

- The removal of the cross-boundary double fare. This may go beyond the scope of the 5-year plan, however, this is also the most supported option.
- Fare capping, wherein customers can travel for free after tapping their PRESTO card a certain number of times within a certain amount of time.
- Aligning fare types. This was favourable and would expand the lower income discount. Staff concluded that the low income price should be made the same as those for senior and youth fare.

On Support Person Assistance Cards people will be able to upload their own photos for their ID, however the TTC's own Photo Centre will still be available. Applications and renewals will be able to be done online and renewals will be required every five years

instead of every three years. Every 10 years, photos will need to be updated. Customers with permanent disabilities will not need to fill out a new medical assessment if their doctor has confirmed that their condition is permanent. They will be contacted, however, to confirm that they still require the service. These changes have not yet been implemented.

Service Planning Subcommittee – New Business

The subcommittee requested more information on the training of security personnel. Staff will be invited to do a presentation on the topic.

The Service Planning Subcommittee also inquired about whether they had a role to play in the transition of bus routes when Line 5 goes into service, particularly in regards to customer communication. Matt Hagg suggested this be brought to the Communication Subcommittee.

Highlights

The 5-year Fare Policy and Support Person Card update.

Questions and Comments from the Committee

One member was concerned about fare price changes, especially for the lower income fare. They emphasized the acknowledgement of finances as an accessibility barrier. Matt Hagg explained that exact decisions have not yet been made, but the general idea was to harmonize prices rather than raise them.

Another member suggested that any route changes on Line 5 should be brought to ACAT so that they can consider any problems with these changes. Carmen Galvan, SPS Chair, explained that there would be a joint meeting with the Communications Subcommittee regarding this.

Wheel-Trans Subcommittee (WTOS), Lauri-Sue Robertson, WTOS Chair

The Wheel-Trans Operations Subcommittee met on February 11, 2022. There was a presentation by Marco Iorfida, Scheduling and Policy Specialist, Wheel-Trans updating the subcommittee on Wheel-Trans stops and landmarks. At both Sherbourne and Yorkdale stations, there are now Wheel-Trans stops, however there are also some deficiencies. Until these deficiencies are resolved, these stops will not be considered active.

There was also a travel training update given by Victoria Kolakowski, Travel Training Specialist, Wheel-Trans. In-person travel training is currently on hold due to the pandemic but scheduling for February, March and April has resumed.

Dean Milton, Manager of Strategic Initiatives, FOS Project Lead, Wheel-Trans gave the subcommittee an update on FOS. There have been changes to Wheel-Trans eligibility process to make the process easier for customers.

For an update on contact centre operations, Cameron Penman, Manager of Customer Service, TTC reported that callers were connected to a Reservationist within an average of 59 seconds. The dropped call rate (the rate at which callers hang up before being connected) is at 3.1%. Cameron also updated the subcommittee on the good day/bad day conditions, which have been absorbed into unconditional status. This change was made due to the input from ACAT and other stakeholders.

The possibility of offering shared rides is being reviewed by the TTC. Mask requirements will remain, however, the TTC is unable to challenge customers who claim to have a medical exemption.

The next meeting will be held on March 11th. The subcommittee had concerns about WTOS meetings being held on different days of the week, but the WTOS Chair will be meeting with Lodon Hassan, Assistant Manager of Customer Service, Wheel-Trans and Hanh Nguyen, Administrative Coordinator, TTC to discuss.

Questions and Comments from the Subcommittee

One member asked whether or not people who were picked up for shared rides were obligated to ride with people who are unmasked. Cameron Penman explained that the TTC has been advised by Toronto Public Health that as long as there is social distancing in place, it is still safe to travel on shared rides. The TTC also has a protocol of screening customers.

The Acting Chair congratulated all of the subcommittee Chairs for being elected.

16. New Business

Carmen Galvan reminded the committee that there was a Doodle poll for the upcoming social gathering and that members who have not voted should do so as soon as possible. If they are unable to do so, they should forward their availability to her.

Another member brought to the attention of the committee that there was a link to a presentation given by Igor Samardzic, 2021 ACAT Chair, at the December 8, 2021 TTC board meeting. This presentation is included in the TTC Board minutes on ttc.ca. In this presentation, Samardzic highlighted the activities of ACAT during 2021. They believed that this would be good for ACAT members to see. The Acting Chair agreed and said that it would give any new members a good sense of what ACAT is and the kind of work they do. Another member noted that Samardzic missed Dean Milton in their thanks to everyone and wanted to offer their own personal thanks to Milton.

17. Next Meeting – March 31, 2022

18. Adjournment

On a motion by Craig Nicol, the meeting was adjourned at 3:25 p.m.

Gabriella Providence
Recording Secretary