



# Advisory Committee on Accessible Transit

November 30, 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 meetings of June 30, 2022, July 28, 2022, August 25, 2022, September 29, 2022 and October 27, 2022 to the December 8, 2022 Board Meeting for information (attached).

Thank you.

Sincerely,

Debbie Gillespie  
2022 ACAT Chair

TORONTO TRANSIT COMMISSION  
COMMITTEE MINUTES

APPROVED

Minutes of Meeting: ACAT General Meeting

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

Location: Virtual meeting via WebEx

Present: Jonathan Marriot, ACAT Chair  
Debbie Gillespie, ACAT Co-Vice Chair  
Anita Dressler, ACAT Co-Vice Chair  
Craig Nicol, DRS Chair  
Carmen Galvan, SPS Chair  
Angela Marley, CS Chair  
Lauri Sue Robertson, WTOS Chair  
Bobbi Moore  
Erica Tanny  
Gwyneth Dalzell  
Howard Wax  
Lauren Foote  
Sean Hollingsworth  
Wangari Muriuki

Regrets: Janice Shachter

Pool Members: Lorraine Le Camp  
Robert Hampson

TTC Representatives: Joan Taylor, Chief of Staff, TTC  
Cameron Penman, Acting Head of Wheel-Trans  
Dean Milton, Manager of Strategic Initiatives, Wheel-Trans  
Mohammed Shaikh, Divisional Manager of Operations,  
Wheel-Trans  
Lodon Hassan, Acting Manager of Customer Service,  
Wheel-Trans  
David LoPresti, Manager, Contracted Services, Wheel-Trans  
Matt Hagg, Acting Manager of Customer Experience & Fare  
Policy, Strategy and Foresight

Heather Brown, Director of Customer Experience, Marketing and Customer Experience

Chris Hong, Customer Experience Analyst, Strategy & Foresight

Brittany Manu, Policy Consultant, Anti-Racism, Diversity

John Boucher, Garage Manager Lakeshore, Wheel-Trans

Sher Khan, Divisional Assistant Manager, Wheel-Trans

Samantha Peters, Human Rights Consultant, Human Rights & Investigations

Victoria Kolakowski, Travel Specialist, Wheel-Trans

Waseem Aslam, Divisional Assistant Manager, Wheel-Trans

Paolo Nicolas, Coordinator, Training & Quality Assurance, Subway Infrastructure

Levenson Lincoln, Supervisor, Customer Service

Wheel-Trans

Louise Riggi, Project Coordinator for Dispatch, Wheel-Trans

Adrienne Isaac, Administrative Assistant, Wheel-Trans

## 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 May 26, 2022 Minutes
6. Remarks from ACAT Chair
7. Remarks from TTC Executive
8. Outstanding Items – ACAT Honoraria, Identification for ACAT members without a transit pass, Review of ACAT meeting times, DRS motion – Davisville Platform Width
9. Deputation: Nil
10. Motion to rename Service Planning Subcommittee to Strategy and Planning Subcommittee
11. Review of Correspondence
12. Wheel-Trans Transformation & COVID-19 update from Cameron Penman
13. Subcommittee Reports, Highlights and Updates
  - a) Communications
  - b) Design Review
  - c) Service Planning
  - d) Wheel-Trans Operations
14. New Business
  - a) Service Advisory for Excessive Noise due to construction – Gwyneth Dalzell
  - b) Sensory considerations for Wheel-Trans Eligibility Applications – Janice Shachter
15. Next Meeting – July 28, 2022
16. Adjournment

## 1. Call to Order/Attendance

The Chair Jonathan Marriot, called the meeting to order at 1:08 p.m. and attendance was taken.

## 2. Land Acknowledgement

The land acknowledgement was read by the ACAT Chair.

## 3. Declaration of Conflict of Interest

No conflicts of interest were declared.

## 4. Approval of the Agenda

On a motion by Bobbi Moore and seconded by Howard Wax, the agenda was approved.

## 5. Review and Approval of May 26, 2022 Minutes

The Chair expressed appreciation to Angela Marley for consistently taking the time to improve the minutes by making suggestions and recommendations. Angela encouraged everyone to review the minutes. On a motion by Angela Marley and seconded by Debbie Gillespie, the May 20, 2022 minutes were approved with this amendment:

Page four, item seven; insert regarding Line 5. ACAT is struggling to get information regarding Line 5 from Metrolinx.

## 6. Remarks from ACAT Chair, Jonathan Marriot

National Accessibility Week was held May 29 to June 4. Jonathan was privileged to hear from a diverse range of people who shared their authentic stories and insights from their lived experience and how a more accessible and inclusive Canada can be built. The theme of National Accessibility Week this year was "Inclusive from the Start". The Chair encouraged the TTC, as well their partners and contractors to ensure that accessibility is always considered from the start of every project.

Jonathan provided the memorial resolution to the TTC Board, for John Rae, a previous ACAT member who passed in April. The Chair also reported the key highlights from all subcommittees in his report to the TTC Board.

## 7. Remarks from TTC Executive, Joan Taylor

Joan Taylor, Chief of Staff, TTC introduced herself and her role. She explained that her role has low visibility in that she works primarily with the CEO and executive team, and the Board to prioritize corporate plans. Joan stated that she ensures that projects including the Easier Access Program are being monitored very closely for delivery as

promised by the 2025 deadline. Joan also mentioned that there are strong government-related functions within Joan's office to proper funding for the TTC, as well as advancing better coordination with Metrolinx and the City that are also involved in transit. Joan has also helped to advance accessibility, equity and inclusion at the TTC. She then thanked ACAT for the opportunity to be in this month's general meeting.

### Questions & Comments from the Committee

Craig Nicol noted that there is a serious coordination problem with Metrolinx; they have not responded in a timely manner to questions or advice that they receive from the DRS Subcommittee. Joan explained that it has been difficult to enforce cooperation as Metrolinx is a provincial agency however, she will raise the issue to Rick Leary, TTC CEO, who has regular meetings with the CEO of Metrolinx. In addition, there is a senior table set up with both the City, the province of Ontario and The Ministry of Transportation, which Metrolinx and the TTC report into. Angela Marley added that regarding the 2023 to 2027/28 Corporate Plan, the first plan in 2013 had nothing about accessibility. Joan responded that accessibility is one of the plan's cornerstones and there will be an opportunity for engagement on the priorities. Debbie Gillespie inquired how a motion is handled once ACAT passes it in their general meetings. Joan stated that an agenda is sent to the Board for information, and it usually takes a long time however ACAT is always on the agenda. Approved minutes and the motion documents are passed through to the Board from Commission Services, manager of the entire agenda for the monthly TTC Board meetings. If there is a gap between passing motions and getting a response, Joan will work with Michael Atlas, and Cameron Penman to make sure there is proper two-way communication.

Craig advised that a motion for a study of the Davisville platform safety was passed in April, however, did not come up in the June Board meeting. Craig estimated that it would have gone to the Board because of capital project requirements. Jonathan advised that he sent the motion to Commission Services. Jonathan invited Joan Taylor to reach out to the ACAT Executive for collaborative discussions around inclusion from the start.

### 8. Outstanding Items

Cameron Penman, Acting Head of Wheel-Trans provided updates.

- ACAT Honoraria: the City is doing a review as it is within public funds and will report to the City Council by mid-November. The timeline for this to be reported to ACAT will be early 2023.
- ACAT IDs: moving forward a visitor's pass would be issued for non-public TTC properties for ACAT members when attending in-person meetings. For expected visitors in advance, they will receive a Visitor Pass upon check-in at the TTC facility.
- ACAT meeting times: no update. Craig Nicol asked to know about the process and Cameron advised that the ACAT Executives and members would need to have their own meeting, provide a consensus to TTC for their consideration to see if

whatever solution provided is something that TTC can accommodate.

9. Deputation: Nil

10. Motion to rename Service Planning Subcommittee to Strategy and Planning Subcommittee

Matt Hagg, Acting Manager of Customer Experience & Fare Policy, Strategy and Foresight suggested to the ACAT to rename the Service Planning Subcommittee to *Strategy and Planning* to better reflect the topics that the subcommittee has provided recommendations on for the past few years, such as policies, strategic planning, training, etc. The new name would also maintain the same acronym, so it will be easier to remember. Some members suggested that they would like to see the word 'service' included in the title while another member suggested the name "Customer Service, Strategy and Planning" in addition. Matt responded that adding 'Service' to the title might not be the solution, as it no longer fits the internal organizational structure of the TTC. A member asked for clarification of what 'Service Planning' means in a TTC context and Matt advised that it typically refers to short-term transit route planning and scheduling, for example, creating transit route changes, determining levels of service on transit routes, and vehicle schedules. Matt confirmed that the subcommittee now provides advice on transit service planning about once or twice per year. A member asked for more clarity at a future meeting and an explanation of what 'Strategy' and 'Planning' means as she feels that is where the disconnect is. Matt advised that he would take this issue back for further discussion with the ACAT executive.

11. Review of Correspondence: Nil

12. Wheel-Trans Transformation & COVID-19 update

Cameron Penman, Acting Head of Wheel-Trans, provided the Wheel-Trans Transformation and COVID-19 Update. He advised that Paolo Nicolas, Administrative Assistant, is leaving the Wheel Trans department at the end of the week. He has been an incredible asset and Paolo is wished the very best in his new role in the Track and Structure department. Adrienne Isaac was welcomed as the new Administrative Assistant.

Regarding the transformation program, the trailer of the Family of Services Video was shown to the committee. Cameron stated that the full-length video is posted on the TTC.ca website, under the Family of Services page. An e-blast was sent to customers, telling them about the video along with a Self-Booking website update. Cameron confirmed that audible description would be added to the video. A member pointed out that proper protocol needs to be adhered to in all TTC media work.

Conditional Trip Matching will continue to be monitored and evaluated regarding safety in this pandemic. Customers will receive advance notice once a launch date is set.

Shared riding is back on accessible taxis, and wearing masks remain mandatory on Wheel-Trans vehicles.

### Questions & Comments from the Committee

A member questioned the enforcement of masks due to an experience she had. Cameron advised that everyone is screened prior to trips and where possible, book trips with larger vehicles.

### 13. Subcommittee Reports, Highlights and Updates

#### Communications Subcommittee (CS) – Angela Marley, CS Chair

A CS meeting was held on June 2, 2022 via Microsoft Teams.

Roger Caramanico, Customer Service Supervisor, demonstrated how to submit a Complaints, Compliments or Suggestion Form on the TTC website. In response to members' questions, Roger explained that no matter what options a customer selects, all correspondence comes through the office where staff will make the required adjustments. The way the form is filled out is not as important as the information provided on the form. Once the feedback form has been submitted, customers receive a reference number that confirms that the information was received.

Maria Khan, Senior Digital Communications Specialist provided a website update on the accessibility components. To date, they have cleared 27 of the 70 accessibility related deficits identified post launch in Q4 2021, and continue working toward the goal to complete the remaining defects by the end of 2022.

The reporting of escalator status item raised in the May ACAT meeting was referred to IT staff.

The next CS meeting is on July 7, 2022.

#### CS Highlights

- Review of customer complaints form
- Update regarding the website accessibility items

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

A DRS meeting was held on June 8, 2022.

DRS members raised the issue of missing buses due to the absence of audible pre-boarding and bus idling sounds when bus engines are shut off while buses are standing at a station stop. Audible pre-boarding announcements are missing so persons with vision impairment miss their bus, as they cannot know if a bus is present, or which bus is present. DRS requested results of investigations into a solution for existing fleet. Tony Clunies will provide an update once he has the information and forward it to Matt Hagg.

The second item dealt with was 65 Cumberland Terrace and new accessible entrance for Bay station. There was a concern about the elevator configuration. In addition, there was a concern that there was no option to have an accessible entry on Bay Street and it is important that clear signage indicate the location of the accessible entrances. The next meeting will be July 6, 2022.

#### DRS Highlights

- Bus Pre-Boarding audible announcements missing and non-compliance with AODA.
- 65 Cumberland new accessible entry for Bay Station

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

SPS meetings were held on May 20 and June 1.

There was a follow-up to the April 6, 2022 meeting where the Culture Change Program and related policies and training was first discussed. Several ACAT members emphasized the importance of training being given by people with disabilities. ACAT members were asked to pass along any resources that they are aware of, such as groups that employ people with disabilities to help conduct training.

Staff explained that running too many training sessions could cause scheduling issues. It may be more practical to bring in an outside firm that works with people with disabilities to deliver training for other people with disabilities. ACAT members supported this idea.

At the June 1 meeting, TTC staff introduced the RapidTO Jane Project presentation, its next steps and operations. Members discussed concerns and provided suggestions.

#### SPS Highlights

- Culture Change Program policies and training
- RapidTO Jane Project communication strategies

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

A WTOS meeting was held on June 15, 2022 via Microsoft Teams.

Marco Iorfida, Scheduling and Policy Specialist announced that stations for the Line 5 LRT are being reviewed. Ross Visconti, Project Manager, presented a mobile app pilot update. The app now also includes requests for an early pick up time, SMS messages: and more routes and stops. About 2600 stops are now operational and more will be added. Phases One to Four are completed and the mobile app will be a part of the next set of phases. The tentative release date to either expand the pilot or make it available to everyone is the fall of 2022. David LoPresti, Manager of Contracted Services stated that he would continue to improve communications between dispatchers and drivers in contracted taxi services. Dean Milton, Manager of Strategic Initiatives, discussed Wheel-

Trans Eligibility outlining the application process; including functional assessments using healthcare teams to determine eligibility. He added that travel training is provided for all customers who wish to travel independently using conventional transit. Cameron Penman updated that the air conditioning on the ProMaster vehicles have been mitigated. Cameron Penman reported increasing incidences of aggression on Wheel-Trans services, the Conduct of Behaviour Policy was reissued as a result. The next meeting is July 20, 2022.

#### DRS Highlights

- Line 5 station reviews
- Mobile app pilot updates
- Wheel-Trans Eligibility

#### 14. New Business

Howard Wax asked about the email from Heather Brown about the video as the Open-Door program is coming up. Angela advised that the Communication Subcommittee would meet next week, so the point will be brought up then.

##### a. Service Advisory for Excessive Noise due to construction – Gwyneth Dalzell

Gwyneth Dalzell raised the issue of how the accessibility service disruption notices are distributed. She proposed that an accessibility announcement around loud noise be included in the current alerts. Jonathan agreed, and Cameron will take this on in the meeting next week. Angela advised that the content of messages is decided by the department (with advice from Service Planning subcommittee) and then that is sent to the Customer Communications department who brings accessibility related communications to the CS for review. This item will be addressed internally among the subcommittees.

##### b. Sensory considerations for Eligibility Applications – Janice Shachter

Janice was not present at this meeting so this will be postponed to the next meeting on July 28.

#### 15. Next Meeting

The next meeting is on July 28, 2022.

#### 16. Adjournment

On a motion by Debbie Gillespie, Jonathan Marriot, The Chair, declared the meeting adjourned at 3:30 p.m.

Michele O'Reggio  
Recording Secretary

TORONTO TRANSIT COMMISSION  
COMMITTEE MINUTES

APPROVED

Minutes of Meeting: ACAT General Meeting

Meeting Date: Thursday, July 28, 2022  
1:00 p.m. to 3:15 p.m.

Location: Virtual meeting via Webex

Present: Jonathan Marriott, ACAT Chair  
Debbie Gillespie, ACAT Co-Vice Chair  
Anita Dressler, ACAT Co-Vice Chair  
Craig Nicol, DRS Chair  
Carmen Galvan, SPS Chair  
Angela Marley, CS Chair  
Lauri Sue Robertson, WTOS Chair  
Bobbi Moore  
Erica Tanny  
Gwyneth Dalzell  
Howard Wax  
Janice Shachter  
Sean Hollingsworth

Regrets: Lorraine Le Camp  
Wangari Muriuki

Pool Members: Robert Hampson

Absent: Lauren Foote

Deputant: Jennifer Conroy

TTC Representatives: Gary Downie, Chief Capital Officer, Engineering,  
Construction and Expansion  
Fortunato Monaco, Chief of Infrastructure and Engineering  
Cameron Penman, Acting Head of Wheel-Trans  
Heather Brown, Director of Customer Experience  
Matt Hagg, Acting Manager of Customer Experience & Fare  
Policy, Strategy and Foresight  
Chris Hong, Customer Experience Analyst, Strategy &  
Foresight  
David LoPresti, Manager, Contracted Taxi Services, Wheel-  
Trans  
Dean Milton, Manager of Strategic Initiatives, Wheel-Trans  
John Boucher, Garage Manager, Lakeshore, Wheel-Trans

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

Natalie Francis, Manager, Planning & Policy, Wheel Trans

Dorna Zaboli, Human Rights Consultant

Levenson Lincoln, Customer Service Supervisor, Wheel-  
Trans

Natashia Singh, Customer Experience Analyst, Strategy &  
Foresight

Stephan Boston, Chief Instructor, Operations Training  
Centre

Paolo Nicolas, Coordinator, Training & Quality Assurance

Adrienne Isaac, Administrative Assistant, Wheel-Trans

## 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 June 30, 2022 Minutes
6. Remarks from TTC Executive
7. Outstanding Items – ACAT Honoraria, Review of ACAT meeting times, DRS motion – Davisville Platform Width
8. Deputation
  - a) Wheel-Trans Online Booking Accounts – Jennifer Conroy
9. Review of Correspondence
10. Wheel-Trans Transformation & COVID-19 update from Cameron Penman
11. Subcommittee Reports, Highlights and Updates
  - b) Communications
  - c) Design Review
  - d) Service Planning
  - e) Wheel-Trans Operations
12. New Business
  - a) Sensory considerations for Wheel-Trans Eligibility Applications
  - b) 2022 ACAT Members group photograph – screenshot of virtual meeting
13. Remarks from ACAT Chair
14. Next Meeting – August 25, 2022
15. Adjournment

## ENCLOSURES:

1. July 28, 2022 Agenda
2. June 30, 2022 ACAT Minutes – DRAFT
3. Approved May 26, 2022 ACAT Minutes
4. ACAT Outstanding Items List
5. Approved June 8, 2022 DRS Minutes

1. Call to Order / Attendance

Jonathan Marriott, ACAT Chair, called the meeting to order at 1:05 p.m. and attendance was taken.

2. Land Acknowledgement

The land acknowledgement was read by ACAT Chair.

3. Declaration of Conflict of Interest

No conflicts of interest were declared.

4. Approval of Agenda

Two items were added to the agenda under New Business

- a. Sensory considerations for Wheel-Trans Eligibility Applications
- b. 2022 ACAT Members group photograph – screenshot of virtual meeting

The ACAT Chair proposed ACAT Chair remarks be heard after New Business. The motion to approve the amended agenda made by Howard Wax and seconded by Debbie Gillespie. Carried.

5. Review and Approval of June 30, 2022 Minutes

Bobbi Moore brought a motion to approve the June 30, 2022 minutes. Anita Dressler seconded. Carried.

ACAT Members asked for meeting minutes be more consistent and be provided within a more reasonable amount of time for their review. ACAT Members discussed the Terms of Reference as it relates to minute taking. Reference was made to the ACAT Members Manual on page 36, and it was discussed that the first directive suggested that meeting minutes be written in the third person, unless it was an action item that needed approval, or confirming of attendance or validity, anonymity, and credibility for the best interest of the Public.

6. Remarks from TTC Executives

Gary Downie, Chief Capital Officer, Engineering, Construction and Expansion, discussed TTC being at the forefront of most designs compared to counterparts within the City of Toronto when it comes to meeting accessibility standards. Comments from ACAT on the Easier Access Program have been considered and TTC staff is looking at incorporating the comments in the design moving forward.

Gary shared he spoke with the former Metrolinx Chief Capital Officer about concerns around better collaboration between Metrolinx and TTC. Gary will also speak with the

current Metrolinx contacts about ensuring collaboration and alignment with the design standards across the TTC and Metrolinx.

Fortunato Monaco, Chief of Infrastructure and Engineering, provided an update about equipment reliability since his last presentation at the April ACAT General Meeting. Escalator reliability at Wilson Station is an ongoing issue. There were further challenges involving water damage. Platform edge tile installation work at Wilson Station has commenced and previous supply chain issues have improved. The completion target is by the end of 2022.

The stair rehabilitation work at St George and Runnymede stations is complete as planned. The project to replace platform edge tiles to reduce the gap between trains and platforms is ongoing. St Patrick Station is complete. The work at St Clair and King stations will likely be done in 2022.

### Questions and Comments from the Committee

An ACAT Member expressed concerns about the Metrolinx' *Draft Terms of Reference for Metrolinx Consultations with TTC's Advisory Committee on Accessible Transit: Design Review Subcommittee* and the suggestion for Metrolinx consultation directly with the ACAT DRS Committee and restricting the amount of feedback from ACAT. Gary asked for a copy of the draft Terms of Reference to be sent to him.

Another ACAT Member discussed escalator and elevator outage notifications, specifically at Kennedy Station and appreciated the improvements TTC is making for accessibility.

### 7. Outstanding Items

#### **ACAT Honoraria**

The ACAT Chair reported this is pending as it is contingent on the evaluation from the City of Toronto. TTC will make considerations based on the City's evaluation. An update is expected in early 2023.

#### **DRS Motion – Davisville Platform Width**

The ACAT Chair advised that the motion was sent to Commission Services for advisement and to be forwarded to the TTC Board.

#### **Review of ACAT Meeting Times**

The ACAT Chair asked the Committee members to provide their preferred meeting times for a meeting to review ACAT meeting times. The ACAT Chair suggested members could email directly if they preferred.

An ACAT Member advised after 5 p.m. is preferred. Another ACAT Member suggested ACAT meeting times have been the same for many years and when people join ACAT they know the obligation. TTC staff work normal business hours and that should be considered.

The ACAT Chair clarified the request was to determine availability for a separate ACAT meeting among members.

An ACAT Member preferred afternoons.

Another ACAT Member preferred after business hours.

#### 8. Deputation – Wheel-Trans Online Booking Accounts

Jennifer Conroy addressed ACAT about a notification that Wheel-Trans customers receive on online booking accounts advising their account has been suspended or inactive and prompting the person to reapply within 60 days to determine eligibility and whether the person will be put on the Family of Services program. Jennifer spoke with the TTC Board about this concern and also spoke with TTC staff. Jennifer suggested users fear the possibility of losing access to transportation, especially after adhering to COVID-19 guidelines and restrictions over the past two years. Jennifer urged Wheel-Trans to automatically renew users' online accounts and also asked for TTC to publicly communicate policy changes about online bookings, re-registrations, and Family of Services to Wheel-Trans users.

Jennifer suggested friends have shared they were informed by Wheel-Trans Customer Service that they needed to re-apply by September 11. Jennifer appreciated being able to advocate and represent the outside community of TTC riders.

ACAT members asked for clarification about the deputation.

An ACAT Member suggested Jennifer provide the contact information for the person having difficulty so Wheel-Trans and TTC could further investigate the situation.

Another ACAT Member suggested there was a communication issue and suggested adding a notification on the TTC website advising Wheel-Trans customers to call customer service after one year of non use.

Another ACAT Member said that ACAT previously raised the issue of Wheel-Trans accounts being suspended. Wheel-Trans extended the period of inactivity before suspension and Wheel-Trans is encouraging self-booking. Call Customer Service and they will re-activate the account. The issue Jennifer discussed could be an individual situation so if the person was identified TTC staff could assist.

Another ACAT Member suggested the Communications and Wheel-Trans Subcommittees have further discussion.

The ACAT Chair asked TTC staff for contact information for someone to assist Jennifer.

Cameron Penman, Acting Head of Wheel-Trans, asked for the customer to e-mail Wheel-Trans Customer Service at [wucs@ttc.ca](mailto:wucs@ttc.ca) and Levenson Lincoln, Customer Service Supervisor.

The ACAT Chair asked TTC staff to send an email to Jennifer with the contact information.

#### 9. Review of Correspondence

Nil.

#### 10. Wheel-Trans Transformation & COVID-19 update

Cameron Penman provided an update about the Transformation Program. Shorter clips of the Family of Services video previously shared have been created and will be shared on social media over the next few months. The video clips focus on connections to the different conventional service. Cameron encouraged ACAT Members to review the clips and provide feedback.

The next phases, Phases 5 to 8 of the Wheel-Trans scheduling and dispatch software upgrades, will commence shortly. Wheel-Trans is expecting a report on next steps from our consultant in August and Cameron will provide an update in September. The Mobile Application Pilot to be released to more customers later in 2022. The bus fleet now has 22 newer and more comfortable 7 Metre ProMaster Buses in service. Updates about the 7 Metre ProMaster vehicle will be released every few months.

Customer and Operator safety remains our top priority. Wheel-Trans continues to have mandatory mask wearing when medically possible and health screening questionnaires are still required to be completed prior to trip booking. Sedan taxis are not providing shared rides yet and the plan is to return to ridesharing on all vehicles, including sedan taxis, over the coming months.

#### 11. Subcommittee, Reports, Highlights, and Updates

##### Communications Subcommittee (CS)

Angela Marley, Communications Subcommittee Chair, presented an update about the meeting held on July 7.

The Line 5 education customer communications information is in development and will be shared when it is ready.

Regarding closure communications in response to the Communication Subcommittee, request for improvement to the diversion signage and the process of communicating

communication about the closures and diversions, the pole cards and signs have been updated to simplify the information provided.

Kal Bedder, Print and Electronic Information Supervisor, Design & Wayfinding, highlighted the types of the diversions, temporary changes, alternate route and no alternate route, and outlined changes made to templates. Members suggested inserting a scannable QR code for people to use and laminating the signs using anti-glare lamination. The QR codes should be large enough for people with vision loss to access. Staff agreed to investigate the use of the QR code on the signage. Another Member emphasized the need for hard copy route signage so customers do not have to depend on the website to access to information.

Anthony Ascenzi, Digital Communications Specialist, presented about of the ACAT 30th Anniversary Social Media Campaign analytics. The campaign engagement was higher than average in relation to all previous TTC digital campaigns. The benefits of digital campaigns is that they create a two-way conversation about accessibility and assist with determining which content people respond to most. Social media campaigns are more efficient use of time and resources. The visual content was impactful and separating the content into different categories allowed for a focussed delivery of information. The campaign was successful. Arrangements will be made for Anthony to present a report to the campaign at a future ACAT General Meeting.

Heather Brown, Director of Customer Experience, presented the communication plan for the 2023 ACAT committee member recruitment. Communications will begin on August 9, 2022, which is earlier than previous years. The objectives of the campaign are to inform new and returning applicants about recruitment application dates and the steps and to attract new applicants. The hope is to attract seniors, people who have disabilities or work with people with disabilities, as well as prioritizing the outreach to indigenous black and other racialized applicants.

The print and digital advertising will be used to inform and educate people about the ACAT recruitment information, which will also be shared on social media via social media and news releases.

The TTC will also post information on platform video screens in stations and other outreach to targeted stakeholder groups.

Key messages will concentrate on what ACAT is, what it does and will clearly include the ways people can apply. September 12th is the deadline for applications. The online version of the application form is fully accessible and in a format that can be saved and printed.

The escalator and elevator outages are being worked on by IT. There is a glitch in the IT programming and they are working to fix it.

The next CS meeting is on August 4, 2022.

## CS Highlights

- ACAT recruitment
- ACAT 30<sup>th</sup> anniversary social media campaign

### **Design Review Subcommittee (DRS)**

Craig Nichol, Design Review Subcommittee Chair, presented about the last meeting held on July 6, 2022. The first item was concerning the subway train pre-boarding announcements and door side announcements. The absence of mandated requirements for pre-boarding announcements for subway trains at terminus stations was discussed. The announcements are not made at these stations, persons with the vision impairment would have difficulty knowing if there was a train on the platform waiting for customers to board and the other is of what side of the platform the train is waiting. An Operator activated switch is in place in the trains to switch direction when the trains reached the terminal stations. The announcement is initiated when the door is opened. There was a question about the absence of door side announcements at terminus station and interchange station announcements online. The terminus station pre-boarding announcements applies to all lines and door side and interchange in terminal station missing announcements applied to Line 2. TTC staff will investigate solutions for the pre-boarding announcement issue and the Line 2 terminus interchange announcements and report back to the Subcommittee.

The ACAT Members suggested the switch to change direction at the terminus stations which is currently being activated when the train is in the station sitting at the platform, be operated before the train arrives at the station. When the door is open at the terminus station the correct announcement would be made. TTC staff indicated this would be the first item they would look at for a solution.

Other suggestions involved was the need to recycle the doors on the platform, but that would have an impact on the customer's use of the train. The Subcommittee also considered Line 2 where the door side and interchange and terminus station announcements are not provided. These trains are going to be replaced with new trains and it would not be practical to upgrade the existing trains. The Subcommittee was not in agreement with this as the existing T1 trains have not been scheduled for replacement yet. There is no actual Request for Proposal for a contract to provide new trains, and these trains may be in service for at least another nine years. Subcommittee members requested that TTC Staff investigate further and return to the Subcommittee in the future.

The Subcommittee suggested a solution to door side announcements on the TR trains and T1 trains operating on Line 1, Line 2 and Line 4, where the trigger on the tracks would be installed at a different place at an extra announcement would be provided for them terminus stations, for there to be two different announcements with one for the right side door with from the left side door depending on which side of the platform the train stopped at. This had been investigated before, but no action had been taken.

Staff provided an update about Easier Access Phase 3, which is the installation of elevators in all stations so all stations will be accessible by 2025. There are a few stations that have not been awarded to contractors, Old Mill and King stations. These are complex property and right-of-way issues that are holding back those contracts. TTC anticipated a solution was upcoming. Islington and Warden stations will not be entirely accessible by 2025 but will have basic accessibility. It will be possible to get from the street to the platform and on the street, you will be able to board the bus. The outstanding portion will be the actual permanent bus terminals that would be constructed after the end of 2024. The estimated project completion date is 2025-2026. The presentation delivered was positive and proactive approaches were taken. The Subcommittee requested information on the Easier Access Phase 4 project, which is the provision of additional accessible routes at key stations. An update will be given in fall 2022.

Other business items raised were about the retirement of Line 3 trains and the replacement with buses that will involve buses entering the Kennedy Station. This will result in an overload of buses at the bus platform and an expansion of this bus platform is being contemplated. TTC staff will return to the Subcommittee with a report on expansion.

The request for an update on the Eglinton Crosstown surface stop accessible pedestrian signal announcements was also brought forward. Metrolinx has not committed to have this in place in time for launch.

There are also some tactile wayfinding tile installations being tested in the system. Design Review Subcommittee Members visited Bay Station and met with TTC staff to review some installations around the stair and elevator at the east end of the platform. The Subcommittee commented on some changes in this design. Yorkdale and York Mills stations have wayfinding tiles and ACAT Members were encouraged to check these prior to the next Subcommittee meeting.

The next meeting will be held on August 3, 2022.

#### DRS Highlights

- Subway Train terminus station Pre-Boarding announcements missing and non compliance with AODA.
- Easier Access III Update

#### Questions and Comments from the Committee

Matt Hagg, Acting Manager of Customer Experience, reminded ACAT Members about the bus design site visit scheduled for August 6 from 10 a.m. until 12 p.m. at the Hillcrest Yard. ACAT members interested in attending were asked to email Matt Hagg.

Heather Brown, Director of Customer Experience, shared that the Communications Subcommittee will be receiving a presentation about the features and communications plan at the next Communications Subcommittee meeting.

The Design Review Subcommittee Chair asked for a copy of the communication plan.

### **Service Planning Subcommittee (SPS)**

Carmen Galvan, Service Planning Subcommittee (SPS) Chair presented about the last meeting held July 6, 2022. The first item discussed was the 2023 TTC Annual Service Plan – round one of consultations. TTC staff reviewed timelines and accomplishments. The five-year plan focuses on improvements to the TTC's core competency. The plan is split into five pillars: enhance the network, improve stop amenities, improved service reliability, transit priority, and service integration.

Ridership trends for 2022 show ridership was close to 60% which was higher than forecasted, and the trend by the end of 2022 is the hope to see 80% pre pandemic ridership back on the TTC.

There was conversation about COVID lessons learned. There were three key customer groups that relied on the TTC during the pandemic the most, including; a) people with low-income b) shift workers and c) women. The primary trip purpose had gone from just commuting to work to essentially running errands. This meant that there was a better opportunity to understand the priority of various customers, and further consultations will be taking place in the future as the Plan progresses and as SPS receives updates.

TTC staff provided an overview of the Special Constables and Revenue Operations customer caution form and explained the special constable service, and revenue protection would like to create a customer interaction or caution card. TTC staff reviewed the form fields and demographic information included in the form and requested feedback regarding the inclusion of perceived identification of someone with a disability. With regards to racial protection, the purpose of collecting data for certain information is to provide an equity perspective and examine disproportionate outcomes of some demographic groups managing behavior and understanding how interactions impact different groups in different ways. TTC staff recognized discussions about the validity of how to collect the data, how to do the work, and concerns with information that may have been omitted from the minutes and needed to be added. TTC staff suggested scheduling a meeting between ACAT and the Diversity and Culture Group and Committee Members suggested to schedule a future meeting. The talk will be scheduled in the near future, if not at the next Subcommittee Meeting, scheduled for August 3, 2022.

### SPS Highlights

- 2023 Annual Service Plan
- Special Constables Revenue Operations Customer Card.

## **Wheel-Trans Operations Subcommittee (WTOS)**

Lauri Sue Robertson, WTOS Chair, shared updates regarding the meeting held July 20, 2022. Wheel-Trans stops and landmarks were discussed. Marco Iorfida, Scheduling and Policy Specialist, provided an update about landmarks around various health facilities these have been updated and will continue to be monitored and updated as they change overtime.

Wheel-Trans provided a mobile app pilot update. There is an issue for iPhone users due to the "Where's My Ride" feature not automatically updating on the iPhones. The ETA feature remains in testing. The plan is to release the mobile app to more customers this year and any improvements to the mobile app will be included in 2023. Ross Visconti, Project Manager, Wheel-Trans, explained that details entered under the trip instruction notes section on the self-booking website are saved and visible for drivers even if it does not always indicate trip notes. The dispatch office will reinforce these details to the dispatchers.

An ACAT Member raised concerns about customers being dropped off before buildings open. It was explained that support staff are doing their best to accommodate customers with a trip, in which they aim to reduce waitlists anytime and should an arrival time be changed, staff are mandated to reconfirm trip confirmation with the customer by phone call.

There were safety concerns surrounding mandatory policy about the use of Operators asking passengers about lap belts. Mohammed Shaikh, Divisional Manager, Wheel-Trans, explained certain exceptions apply and Operators are unaware of customers' invisible disabilities, medical history, which is why belts may not always be worn by customers.

Dean Milton, Manager of Strategic Initiatives, Wheel-Trans, provided an update on Family of Services (FOS). Approximately 80 scheduled trips are averaged weekly. This number has climbed to 100 per week. The Communications Subcommittee is developing a social media campaign using the FOS video to show conditionally eligible customers how FOS travel works.

A request was made for personalized FOS trips that are different from the current system. It was added that the FOS system may provide future options to allow for the most direct trip solution based on proximity to origin and destination.

The Wheel-Trans Customer Satisfaction survey revealed that the quality of service took a slight decrease in 2022 compared to 2021. Overall, most riders were satisfied with 89% giving a high satisfaction score.

The self-booking option has also increased to 70% since the redesign of the website.

Operators have been trained and shown how to reposition their mirrors to resolve recent concerns.

Information on the travel training position to be shared at the next Wheel-Trans Operations Subcommittee meeting.

An ACAT Member suggested the option to add additional information about the type of eligibility under the customer's profile.

Next meeting is scheduled for August 17, 2022 at 1:00 p.m.

### WTOS Highlights

- Wheel Trans stops and landmarks update
- Mobile app pilot updates
- Securement
- Family of Services update
- Operator training for microphone use and vehicle mirrors

### Questions and Comments from the Committee

ACAT Members discussed the format of minutes and using third person for minutes. The exception is identifying TTC staff presenting, identifying ACAT Members when bringing a motion, and identifying ACAT Members when reporting in subcommittee minutes only.

The ACAT Chair asked for page 36 of the ACAT Members' Manual to be shared with the minute takers to ensure consistency.

### 12. New Business

#### **Sensory considerations for Wheel-Trans Eligibility Applications**

Janice Shachter proposed that Wheel-Trans include sensory disabilities such as acquired brain injury and neurodiversity when assessing customer eligibility on a Wheel-Trans application. Customer Ability Liaison staff should acknowledge and be mindful of all disabilities; physical, cognitive, sensory and mental health when reviewing applications. Sensory considerations need to be considered in the same as cognitive mental health and physical health as the *Accessibility for Ontarians with Disabilities Act* expanded the definition to include cognitive, sensory and mental illness.

Another ACAT Member supported the suggestion.

Lodon Hassan, Acting Manager of Customer Service, Wheel-Trans, remarked that eligibility decisions take into account both a healthcare professional's response to

questions as well as the applicant's. If the customer was not satisfied with their eligibility decision, they could request an appeal.

The Wheel-Trans Operations Subcommittee will review the application and eligibility decision process to determine where it can be improved and to ensure that sensory disabilities are given proper consideration. The WTOS Chair agreed to take eligibility criteria back to the Subcommittee for necessary resolution.

Cameron agreed a review of the Wheel-Trans eligibility checklist and process was appropriate.

### **ACAT 2022 Members Photo**

ACAT members expressed interest in a screen shot of a virtual meeting as the 2022 ACAT Members photo and it can also serve as a historical documentation of how ACAT Members and Pool Members met during pandemic times. The timeline for the screen shot to be used for recruiting future ACAT Members is August.

### Other New Business

An ACAT Member discussed the Bloor-Yonge station power outage due to the fire and reviewing how it was handled. The ACAT Chair suggested adding this for the next General Meeting.

### 13. Remarks from ACAT Chair (originally Item 6)

Jonathon Marriott, ACAT Chair, advised that recruitment will be beginning shortly and provided an overview of what ACAT does. The facts presented were current as of December 2021. ACAT was established on May 19, 1992. It is comprised of 15 members and 2 to 4 pool members. In 2021, 53 meetings took place.

There are 4 subcommittees: Communications, Design Review, Wheel-Trans Operations, and Service Planning.

The Communications Subcommittee met nine times last year and reviewed 46 different issues. Highlights include; the TTC website, station descriptions and share the bike lane safety campaign.

The Design Review Subcommittee met 13 times and they reviewed 37 different issues. These included PRESTO reader screen updates, platform gap improvements, and the Waterfront East LRT.

The Wheel-Trans Subcommittee met nine times last year and reviewed over 40 issues. The key topics included the Wheel-Trans Mobile App, the Family of Services update, and the customer satisfaction survey.

The Service Planning Subcommittee met eight times and reviewed 35 issues, including the 5-Year Fare Policy and 10-Year Fare Collection Strategy, the crisis intervention training, and the Yonge Tomorrow Project.

A TTC Board Meeting took place earlier in July 2022. The meetings are live streamed and the YouTube records can be found on the TTC website for review.

The Communication Subcommittee highlighted the 2022 Doors Open, and ACAT's 30th anniversary celebrations.

The Design Review Subcommittee highlighted two key points: the barrier installation plan for Union Station, and the new third-party connection at York Mills station.

The Service Planning Subcommittee looked at two key points which emphasized the 2022 Accessibility Plan Status Report, and the Line 5 bus route connections.

The Wheel-Trans Subcommittee highlighted three key points; the pickup and drop-off at hospitals, the Family of Services instructional videos, and the open fare payments in contracted vehicles.

#### Questions and Comments from the Committee

An ACAT Member asked if the TTC Board Meeting discussed anything impacting accessibility. The ACAT Chair advised that the only inquiry was asking if ACAT received any complaints in relation to disruption of services.

14. Next Meeting – August 25, 2022

15. Adjournment

On a motion by Anita Dressler the meeting was adjourned at 3:15 p.m.

Shawna Briand  
Recording Secretary

TORONTO TRANSIT COMMISSION  
COMMITTEE MINUTES

APPROVED

Minutes of Meeting: ACAT General Meeting

Meeting Date: Thursday, August 25, 2022  
1:00 p.m. to 3:30 p.m.

Location: Virtual meeting via WebEx

Present: Debbie Gillespie, ACAT Co-Vice Chair (Acting Chair)  
Anita Dressler, ACAT Co-Vice Chair  
Craig Nicol, DRS Chair  
Carmen Galvan, SPS Chair  
Angela Marley, CS Chair  
Lauri Sue Robertson, WTOS Chair  
Bobbi Moore  
Erica Tanny  
Gwyneth Dalzell  
Howard Wax  
Lauren Foote  
Sean Hollingsworth

Regrets: Jonathan Marriott, ACAT Chair  
Janice Shachter  
Wangari Muriuki

Pool Members: Robert Hampson  
Lorraine Le Camp

TTC Representatives: Gary Downie, Chief Capital Officer, Engineering,  
Construction and Expansion  
Cameron Penman, Acting Head of Wheel-Trans  
Heather Brown, Director of Customer Experience  
Matt Hagg, Acting Manager of Customer Experience & Fare  
Policy, Strategy and Foresight  
Chris Hong, Customer Experience Analyst, Strategy and  
Foresight  
Natalie Francis, Manager, Planning & Policy, Wheel-Trans  
Lodon Hassan, Acting Manager of Customer Service,  
Wheel-Trans  
David LoPresti, Manager, Contracted Taxi Services, Wheel-  
Trans  
Dean Milton, Manager of Strategic Initiatives, Wheel-Trans  
David LoPresti, Manager, Contracted Services, Wheel-Trans

Jamie Simpson, Duty Manager, Transit Operations, Transit Control

Levenson Lincoln, Supervisor, Customer Service Wheel-Trans

Natashia Singh, Customer Experience Analyst, Strategy and Foresight

Sara Mahboob, Human Rights Consultant, Human Rights & Investigations

Cyril Cromwell, Engagement Consultant, Diversity Department

Brittany Manu, Anti-Racism Policy Consultant, Diversity Department

Anthony Ascenzi, Senior Digital Communications Specialist, Marketing and Customer Experience

Adrienne Isaac, Administrative Assistant, Wheel-Trans

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 July 28, 2022 Minutes
6. Memoriam – Scott McArthur
7. Remarks from ACAT Chair
  - a. Report on ACAT Executive Quarterly Meeting with TTC CEO and TTC Chair
8. Remarks from TTC Executive
9. Outstanding Items – Review of ACAT meeting times, DRS motion – Davisville Platform Width
10. Deputation: Nil
11. Review of Correspondence: Nil
12. Bloor-Yonge power outage – Jamie Simpson
13. ACAT 30th Anniversary Campaign: Communications Review – Anthony Ascenzi
14. Wheel-Trans Transformation & COVID-19 update from Cameron Penman
15. Subcommittee Reports, Highlights and Updates, Communications, Design Review, Service Planning, Wheel-Trans Operations
16. New Business: Nil
17. Next Meeting – September 29, 2022
18. Adjournment

1. Call to Order / Attendance

Debbie Gillespie, ACAT Co-Vice Chair, called the meeting to order at 1:07pm and attendance was taken.

2. Land Acknowledgement

The land acknowledgement was read by Debbie Gillespie, ACAT Co-Vice Chair.

3. Declaration of Conflict of Interest

No conflicts of interest were declared.

4. Approval of Agenda

One new item was added to the agenda under New Business  
a. Contactless Elevator Pilot.

ACAT Chair, Jonathan Marriott, was not present to chair the meeting and Debbie Gillespie led the ACAT General Meeting on Jonathan's behalf.

Bobbi Moore brought a motion to approve the agenda as amended. Howard Wax seconded. Carried.

5. Review and Approval of July 28, 2022 Minutes

Howard Wax brought a motion to approve the July 28, 2022 minutes with the Subcommittee Highlights added. Anita Dressler seconded the motion. Carried.

6. Memoriam – Scott McArthur

The Advisory Committee on Accessible Transit deeply regrets the passing of Scott McArthur. Scott joined ACAT for his first term in 1998. He died August 3, 2022. Scott served for several years on ACAT including as Vice Chair. Most recently from 2010 to 2012, and as a Pool Member in 2018. ACAT Members express their condolences to Scott's family and friends, and his contributions to accessible transit in the City of Toronto and at the TTC are deeply appreciated.

Questions and Comments from the Committee

On behalf of all ACAT members, Debbie Gillespie expressed that Scott McArthur will be deeply missed.

## 7. Remarks from ACAT Chair

Debbie Gillespie read the ACAT Chair's remarks prepared by Jonathan Marriott, ACAT Chair.

The 2023 ACAT recruitment campaign for new members is underway. All current members, TTC staff, and those attending from the public at this meeting were encouraged to spread the word that ACAT is looking for new members. The application deadline is September 12, 2022.

Following this meeting, the ACAT Chair will send an email to all members canvassing opinions about whether the current meeting times suit members; whether another time slot is preferred and the reason for any other preferred times. The ACAT Chair will advise about next steps once all feedback is received from members.

### Report on ACAT Executive Quarterly Meeting with TTC CEO and Chair

The ACAT Executive, TTC Board Chair and Vice Chair, and the TTC CEO met for the quarterly meeting on June 7, 2022. Topics discussed were: a) Metrolinx feedback and station review; b) TTC's intention for in-person meetings; and PRESTO payments and education.

TTC Executives are also waiting on information from Metrolinx. Gary Downie, Chief Capital Officer, offered to discuss the status of the outstanding items when he next meets with Metrolinx.

TTC has reported it intends to take its lead from the City of Toronto with respect to resuming in person meetings.

The PRESTO card payment and education is an ongoing issue. TTC staff continue to push PRESTO to broaden its availability. The TTC has been working with the Toronto Public Library to distribute PRESTO cards to people who do not have one or may face challenges in purchasing one. Another consideration is to have social service agencies distribute PRESTO cards. This issue remains on the outstanding items of members of this meeting group.

The Five Year and the Annual Service Plan review is coming and it was confirmed that ACAT will be involved in this process. Both the Five Year and Annual Service Plan will occur simultaneously.

A discussion took place regarding open payments, which is the ability to pay fares with a debit or credit card. Metrolinx proposed to have this feature by the end of 2022. The TTC Board will provide future updates on this issue.

ACAT members were reminded the September Quarterly meeting will not be held due to the municipal election. The new TTC board will be confirmed and the Quarterly meetings are planned to resume.

#### Report on TTC Board Meeting and Accessibility Matters

Jonathan Marriott presented the ACAT Subcommittee highlights from the May 26, 2022 meeting in the July 14, 2022 Board meeting.

#### Questions and Comments from the Committee

A member discussed including a question about availability to attend meetings in the ACAT membership application and during the selection process so applicants are aware about the time commitment. ACAT applications for 2022 have already been circulated so any changes would be for 2023 or later.

#### 8. Remarks from TTC Executive

Gary Downie, Chief Capital Officer, provided an update on the Easier Access program. A number of projects are in construction. There are some access issues to Old Mill Station and TTC staff are working with the City of Toronto staff to address this. The Islington Station and Warden Station redevelopment will likely be in 2023. Gary will follow up with the new Metrolinx Chief Operating Officer over the next few months to ensure collaboration and alignment with the design standards across the TTC and Metrolinx.

#### Questions and Comments from the Committee

A member asked for clarification about the completion of Crosstown and whether TTC has access to all stations. Gary responded a milestone was recently reached as the person who will be training Operators has started their training. Once the training is complete the process of training Operators will begin. Crosslinx is in the process of getting occupancy for the stations, not all stations are complete. Eglinton still has some outstanding work to be completed. Metrolinx has not yet provided an update or completion date statement.

#### 9. Outstanding Items

##### DRS motion – Davisville Platform Width

The new TTC Board will be dealing with this matter. This item will be added to a future agenda when TTC deems it appropriate.

## Review of ACAT Meeting Times

As ACAT Chair reported in remarks, TTC intends to take direction from the City of Toronto on the matter of resuming in-person ACAT meetings.

## Other

ACAT Members discussed the attempt to obtain a group photograph. The Webex group screenshot quality was insufficient for use on the TTC website or printing and it is difficult for Members to submit individual photographs. If the December annual lunch resumes this year there may be an opportunity to take a photograph at that event.

### 10. Deputation:

Nil.

### 11. Review of Correspondence:

Nil.

### 12. Bloor-Yonge Power Outage

Jamie Simpson, Duty Manager, Transit Control, discussed the fire at Bloor-Yonge Station that occurred on July 26, 2022. At 7:06 a.m. train crews reported a burning odour inside Yonge station. A second train entering the station reported smoke inside the station. TTC staff implemented Fire Smoke protocols and subway service at Yonge Station was suspended. Subway turn backs were implemented at St. George and Broadview stations and shuttle buses were ordered. Toronto Fire attended the scene, the subway station was evacuated and a power cut was made. The power cut was from Yonge Station over to St. George and the east side of Sherbourne Station. The fire was suspected to have initially come in as an electrical feeder. Subway grates needed to be removed from track level to get access to the fire. When there is a serious incident at Yonge or Bloor Station, the opposite line is affected. In this case, Line 2 was the affected line. Line 1 did not service Bloor Station customers. That station went into bypass and customers were accommodated at Rosedale or Wellesley stations. There was an approximately 382-minute delay to subway service at Yonge Station. Subway service resumed six hours later.

Customers were directed to proceed to the street level to board the shuttle buses and TTC staff swept through the station to ensure that all vulnerable people were out. Additional TTC staff from neighbouring stations were dispatched to assist with customer accommodation to evacuate the station.

### Questions/Comments from the Committee

A member asked how accessibility was considered and handled considering escalators and elevators may not have been in operation. Jamie discussed initially escalators and elevators were available. Toronto Fire later had to further cut power. The station itself had power and throughout the evacuation lighting remained effective. The only power lost was the 600-volt traction power, which did not affect any of the station services, elevators, or PRESTO gates.

Another member asked about the interchange station, the location of the fire and what line it was under. Jamie explained that the protocol was to suspend service in both stations. Customers were redirected to the next closest station for safety and for emergency response efforts. The fire was on Line 2, right at Yonge Station and Line 1 was directly above. This was the passageway to get to Line 2 and Line 1.

A member asked how customers coming in from the street would be handled. Jamie reported TTC staff were at entrances to redirect customers to shuttle buses. If anyone needed accommodation or assistance TTC staff would report that to Transit Control and a special pick up arranged. An incident commander is at every major event and staff are delegated to tasks such as customer accommodation, and ensuring no one enters a station. TTC staff are also at the street level to direct people.

### 13. ACAT 30<sup>th</sup> Anniversary Campaign: Communications Review

Anthony Ascenzi, Senior Digital Communications Specialist, presented about the ACAT 30<sup>th</sup> Anniversary Campaign. He began by explaining that posts on social media have allowed TTC staff to increase customer awareness around transit accessibility. The content schedule was segmented into 4 categories: introduction, vehicles, stations and tools.

#### **Goals:**

- Educate TTC followers on how to better utilize accessibility features.
- Further develop TTC accessibility communications in the digital space.
- Display a progressive approach to transit.
- Reduce the negative publicity around closures.
- Highlight the work the TTC is doing to maintain and upgrade accessibility for all customers.
- Inform followers accessibility truly does benefit everyone not just people using mobility devices.

#### **Highlights:**

Over 68% of this campaign's reach and 53% of the total impressions were on Facebook. Engagement was the highest on Facebook and LinkedIn.

### **Campaign Performance:**

Overall, the ACAT 30<sup>th</sup> Anniversary campaign performed slightly above average. The campaign performed better than the Annual Service Plan Customer Feedback campaign; Slips, Trips and Falls Safety Campaign and the Earth Day campaign.

### **Campaigns ACAT 30 performed on level with:**

1. Enabling Change
2. TTC Connects: Women in Transit

### **Benefits of Digital Campaigns:**

- Digital campaigns create two-way conversations around accessibility. Followers can see TTC content and engage with staff, ask questions, leave compliments and learn more by linking back to the TTC website.
- Helps staff build TTC insights. Knowing which content the TTC followers respond to the most and reviewing commentary can provide more information on the needs of our customers.
- Can be executed quicker in comparison to print campaigns.
- Saves time and resources.
- Informs a wider audience of the accessibility benefits of TTC stations.

#### 14. Wheel-Trans Transformation and COVID-19 update from Cameron Penman

Cameron Penman, Acting Head of Wheel-Trans, provided an update about Wheel-Trans Transformation and COVID-19 protocol. The Solution Assessment for Phases 5 to 8 of the reservations schedule and dispatch software is expected shortly and an update will be provided at the September ACAT General Meeting. The Mobile Application pilot will be released to more customers later in 2022. Wheel-Trans continues to add more 7M ProMaster vehicles. The 27<sup>th</sup> vehicle has been added. These buses are similar in size, but more comfortable than the older 'Friendly' Wheel-Trans buses.

Customer and Operator safety remains Wheel-Trans' top priority. Customer health screening questionnaires and mandatory wearing of face masks where medically possible will continue into September. Wheel-Trans will continue to roll out the plan to return to share riding on all vehicles. Sedan accessible taxis will be next but not in September.

Wheel-Trans reintroduced functional assessments earlier this year and plan to resume Appeal Panel meetings in September. TTC staff will be reaching out to ACAT members for participation on the panels once scheduling resumes. The TTC Safety Department supports this approach and plan. Should safety measures continue to remain in place, masks will be mandatory, along with physical distancing requirements for panel members and the customer. Panel members and the applicant will need to complete a health screening questionnaire prior to the meeting and an air purifying filter will be in the meeting room.

### Questions and Comments from the Committee

A member asked about the Appeal Panel and what would be required. Cameron explained the appeal process for customers. A functional assessment is first completed by an occupational therapist. A customer can then appeal the eligibility or conditions assigned to them. The Appeal Panel also includes a transit expert and a member of the disability community. The occupational therapist asks questions, and then following the interview the panel deliberates to make a determination on eligibility.

A member asked how ACAT members can become part of the Appeal Panel. If ACAT members are interested in volunteering for the appeal panel they should email Adrienne Isaac, Administrative Assistant, Wheel-Trans. Dean Milton, Manager of Strategic Initiatives, Wheel-Trans, explained that a training module has been created and ACAT Members can be taken through the training to review procedures and expectations.

Another member asked about the Family of Services (FOS) routes and criteria for station locations. Dean explained that a maximum distance a customer would need to travel on their own is factored in to the FOS solution offered. FOS transfer stops are easily identifiable as they have a no-show board attached to them. Some non vehicle transfer stops do not have shelters and benches, however all designated vehicle transfer stops e.g. Wheel-Trans pick-ups and drop-offs, do. There will be times in a FOS journey that customers will need to travel outside a vehicle or shelter in inclement weather.

A member asked if the Wheel-Trans ACCESS newsletter has gone out and whether it included information about the Public Forum. Cameron confirmed the newsletter will be circulated next week and there is a section advertising the Public Forum. The Forum will be held virtually this year on September 22.

### 15. Subcommittee Reports, Highlights and Updates

#### Communications Subcommittee (CS)

Angela Marley, CS Chair, reported a CS meeting was held on August 4, 2022 via Microsoft Teams. Subcommittee members reviewed the communications plan for the Public Forum on Accessible Transit that will take place on September 22, 2022, from 7 p.m. to 9 p.m. The forum has been held since 2009. This is the third year TTC will be hosting the forum entirely online. Captioning and ASL interpreters will be provided. Members of the public can participate online by live streaming the forum at [ttc.ca](http://ttc.ca) or by phone. The Subcommittee discussed possibly showing the new Family of Services promotional video while attendees wait for the forum to begin.

Matt Hagg, Manager of Customer Experience and Fare Policy (Acting), presented the communications plan for the York Mills Station Accessibility Pilot. Several new accessibility and wayfinding features have been installed at the York Mills Station Bus Terminal to guide customers with vision loss to the bus stops; to clearly indicate a

location near that stop pole where people using mobility devices can wait at to board the bus first; and to assist Operators with better aligning their buses to each stop in a more consistent position. On-site surveyors will collect customer feedback in September 2022.

Ian Dickson, Manager Design and Wayfinding, described Contactless Access Elevator Controls. TTC is piloting a new technology for TTC elevators making them contactless, so users could operate an elevator using an app on their phone, without having to touch the buttons. A site visit for ACAT members' review is planned.

The next CS meeting is scheduled for October 6, 2022

#### CS Highlights for next board meeting

- Public Forum on Accessible Transit Communication Plan
- York Mills Station Bus Platform Accessibility Pilot

#### Questions and Comments from the Committee:

A member suggested more promotion and public awareness is needed about TTC station accessibility. Another member suggested using every opportunity to speak to the press promoting the accessibility of the TTC.

#### Design Review Subcommittee Meeting (DRS)

Craig Nicol, DRS Chair, provided a summary of the DRS meeting held on August 3, 2022. Scarborough Rapid Transit (SRT) bus replacement was discussed the Metrolinx draft Terms of Reference reviewed.

Eric Chu, Project Development & Planning, provided an update on the SRT Bus Replacement project, which involves replacing the transit service on Line 3 Scarborough when it shuts down in Q4 2023. Initially run-on City streets the service will later use the converted SRT right of way. Revamped stations, a new Tara Avenue station and expansion of the Kennedy and Scarborough Town Centre bus platforms were discussed. A further discussion will be arranged at a future meeting.

The Subcommittee raised the issue of customers needing to cross bus driveways and the bus way. Accessible curb ramps will be provided and there will be a follow up regarding traffic control for the crossings. A question about moving GO service out of Scarborough Town Centre station produced information about a temporary GO terminal at Borough and Triton where a transfer to TTC buses will be considered. Questions about the Kennedy station three section bus platform brought comments about paid and unpaid areas and the need for way-finding.

Metrolinx presented a draft Terms of Reference for Metrolinx Consultations for subway projects. The intent is to formalize discussion, improve the process, and expectations

for both parties. It was agreed that discussion materials should be provided well in advance of meetings.

It was stated that while DRS can make suggestions to improve the process, it is not the role of DRS to enter into agreement with Metrolinx as to the adoption of a terms of reference. The subcommittee highlighted the importance of early consultation to avoid the situation where changes would be required after contract award. The subcommittee and Metrolinx staff, Jeffrey Short, agreed that consultation should include vehicles. A follow up is to include more information about the vehicles.

The matter of comments tendered after review of the Scarborough Centre station design was raised. DRS has requested further discussion respecting the elevators between bus platform and concourse level and the location of the fare line. Jeffrey Short will follow up with Matt Hagg.

The next DRS Meeting is scheduled for September 14, 2022

#### Highlights for next board meeting:

- SRT Bus Replacement
- Draft Metrolinx Consultation Terms of Reference

#### Service Planning Subcommittee (SPS)

There was no meeting held in August. The next meeting is scheduled for September 14, 2022.

#### Wheel-Trans Operations Subcommittee (WTOS)

Lauri Sue Robertson, WTOS Chair, presented a summary of the subcommittee meeting held August 17, 2022.

Marco Iorfida, Scheduling and Policy Specialist for Wheel Trans, discussed the work on stop locations and landmarks.

Levenson Lincoln, Customer Service Supervisor, discussed Wheel-Trans eligibility applications and processes, including appeals. A member suggested adding neurological deficits to the list of disabilities that are accepted. This member also asked about adding an internal review by staff between the steps of 'denial' and 'appeal'.

Mohammed Shaikh, Divisional Manager of Operations, Wheel-Trans, discussed the Wheel-Trans securement process and safety training given to bus operators. The WTOS Chair expressed concern about the lack of mandatory securement on conventional buses. TTC Staff will discuss these issues and further information will be presented at the next WTOS meeting.

Under New Business, three members spoke about their experience on FOS trips using conventional buses. They were concerned that their mobility devices would not fit. TTC staff will provide an update in September.

The next meeting is September 21, 2022.

16. New Business:

a. Contactless Elevator Pilot.

Matt Hagg, Acting Manager of Customer Policy, Strategy and Foresight, provided an update about a pilot project of contactless elevator features at five subway stations: Union, Kipling, Kennedy, Finch, and Vaughan stations. This is a new feature that will enable customers to control elevator buttons from their smart-phone when inside or waiting for the elevator to arrive. This will be a great benefit to people who cannot reach or press buttons. An app called "Contactless Access" is available in the Apple and Google Play stores and once the app has been installed, when a person is in close proximity to any of the elevators that are part of the pilot the app can be accessed by clicking the search button. This works over Bluetooth, internet access is not required. A site visit for ACAT Members will be arranged for some time in September.

Questions and Comments from the Committee:

A member was interested in testing the app when it comes to voice over being used. Another member suggested people with cognitive and neurological disabilities or phobias would also benefit from the app.

A member asked if a report about the Focus Group held August 6, 2022 was being prepared. Matt confirmed a report will be presented at a future DRS meeting.

17. Next Meeting

September 29, 2022

18. Adjournment

On a motion by Craig Nicol, the meeting adjourned at 3:20 p.m.

Shawna Briand  
Recording Secretary

TORONTO TRANSIT COMMISSION  
COMMITTEE MINUTES

APPROVED

Minutes of Meeting: ACAT General Meeting

Meeting Date: Wednesday, September 29, 2022  
1:00 p.m. to 3:30 p.m.

Location: Virtual meeting via WebEx

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

Pool: Robert Hampson

Absent: Carmen Galvan, SPS Chair  
Lauren Foote  
Lorraine Le Camp

TTC Representatives: Betty Hasserjian, Acting Chief Safety Officer  
Michael Atlas, General Counsel  
Scott Haskill, Acting Chief Strategy and Customer Officer  
Cameron Penman, Acting Head of Wheel-Trans  
Heather Brown, Director of Customer Experience  
Matt Hagg, Manager of Customer Policy, Strategy and Foresight  
Dean Milton, Manager of Strategic Initiatives, Wheel-Trans  
Lodon Hassan, Acting Manager of Customer Service, Wheel-Trans  
Mohammed Shaikh, Divisional Manager of Operations, Wheel-Trans  
Ross Visconti, Project Manager, Wheel Trans  
David LoPresti, Manager, Contracted Taxi Services, Wheel-Trans  
Chris Hong, Customer Experience Analyst, Strategy & Foresight

Natashia Singh, Customer Experience Analyst, Strategy & Foresight

Arlen Orellana, Travel Specialist, Wheel-Trans

Joe Lombardi, Chief Instructor, Bus Transportation Training Department

Stephan Boston, Chief Instructor, Bus Transportation Training Department

Brittany Manu, Anti-Racism Policy Consultant, Diversity Department

Cyril Cromwell, Engagement Consultant, Diversity Department

Maria Luisa Vitti, Human Rights Consultant, Human Rights & Investigations

Augusta Ferguson, Co-op Student, Strategy & Foresight

Adrienne Isaac, Administrative Assistant, Wheel-Trans

## 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 August 25, 2022 Minutes
6. Election of New ACAT Vice Chair
7. Remarks from ACAT Chair
8. Remarks from TTC Executive
9. Outstanding Items – Review of ACAT meeting times
10. Deputation: Nil
11. Review of Correspondence: Nil
12. Wheel-Trans Transformation & COVID-19 update from Cameron Penman
13. Subcommittee Reports, Highlights and Updates
  - a. Communications
  - b. Design Review
  - c. Service Planning
14. Other Items / New Business:
  - a. Meeting minutes
  - b. Operator training and recertification
  - c. Noise alerts
  - d. Mask mandate
15. Next Meeting – October 27, 2022
16. Adjournment

1. Call to Order/Attendance

Jonathan Marriott, ACAT Chair, called the meeting to order at 1:06 p.m. and attendance was taken.

2. Land Acknowledgement

The Land Acknowledgement was read by Jonathan.

3. Declaration of Conflict of Interest

Nil.

4. Approval of Agenda

Four items were added to the agenda under New Business

- a. Meeting minutes
- b. Operator training and recertification
- c. Noise alerts
- d. Mask mandate

Howard Wax brought a motion to approve the agenda as amended. Bobbi Moore seconded. Carried.

5. Review and Approval of August 25, 2022 Minutes

Lauri Sue Robertson brought a motion to approve the August 25, 2022 minutes. Howard Wax seconded. Carried.

6. Election of New ACAT Co-Vice Chair

Anita Dressler has resigned as ACAT Co-Vice Chair. Jonathan Marriott, ACAT Chair, advised an election was held on September 29, 2022 wherein ACAT members elected the new ACAT Co-Vice Chair. Bobbi Moore is the new Co-Vice Chair.

7. Remarks from ACAT Chair

**2022 Q3 ACAT activities**

Jonathan participated in the open house event held at the TTC's Harvey and Duncan Shop on September 17, 2022. There was a table set up for ACAT and ACAT brochures and a tip sheet about accessible transit were available to the public.

The TTC Public Forum on Accessible Transit was held virtually on September 22, 2022. The ACAT Chair provided a presentation about ACAT and its role with focus on committees and key activities from last year.

ACAT recruitment for 2023 members is in progress. Jonathan will work with TTC staff to provide an onboarding meeting or workshop to support the new ACAT Chair and ACAT Executives.

### **Suggestions about future protocols and procedures**

Jonathan made the following suggestions for TTC staff and future ACAT members:

- Create a plan to support onboarding the new ACAT Chair and Executive in collaboration with TTC staff.
- Explore new communication procedures and best business practices to ensure members have sufficient notice to participate and ongoing support of customers with accommodations.
- Focus on high value of input from customers using the service and issues being addressed and resolved in their favour.

### **8. Remarks from TTC Executive**

Scott Haskill, Acting Chief Strategy and Customer Officer, discussed past Public Forums on Accessible Transit. Scott shared the 2022 Public Forum on Accessible Transit was a success and that customer input and the current level of conversation about issues is extremely valuable.

A recent senior management level meeting between TTC and Metrolinx discussed the need for improved communication from Metrolinx about the Eglinton Crosstown LRT and all projects. A draft Terms of Reference addressing the process of consulting with TTC and ACAT and sharing information has been prepared and reviewed by TTC staff. If communication difficulties between Metrolinx and TTC continue the conversation will be escalated.

The TTC Annual Service Plan is a component of the 5 Year Service Plan and addresses transit planning. The Annual Service Plan is underway and public consultation about route changes is ongoing. Popup consultations where Transit Planners attend stations to speak with customers about route changes will be held over the next few months and online consultations are also planned. The 2023 Annual Service Plan will be presented to ACAT in the future.

### **Questions and Comments by the Committee**

A member asked if a presentation about proposed changes to service routes, once Eglinton LRT opens, will be presented to ACAT at a future meeting. Scott confirmed that, if desired by the Committee, Service Planning staff could present the changes to the system with members before the line opens.

Another member asked about the funding of the current Metrolinx build. Scott clarified the Province of Ontario is responsible for the cost of the new build.

Michael Atlas, General Counsel, provided an update on an issue raised in the May 2022 ACAT General Meeting about the communication misalignment with Metrolinx. As noted in Scott Haskill's remarks, at a recent senior management level meeting between TTC and Metrolinx the issue of improved communication was raised and the parties are working on a draft Terms of Reference in order to address the issue going forward.

#### 9. Outstanding Items – Review of ACAT meeting times

An update will be provided once all members have responded to the ACAT Chair's email asking about opinions about ACAT meeting times.

10. Deputation: Nil

11. Review of Correspondence: Nil

#### 12. Wheel-Trans Transformation & COVID-19 update from Cameron Penman

Cameron Penman, Acting Head of Wheel-Trans, discussed an update about the solution assessment for Phases five to eight of the Wheel-Trans Transformation which will be presented at the October ACAT General Meeting. Wheel-Trans continues to replace older vehicle models. 32 new 7m ProMaster buses are now in service. The Public Forum on Accessible Transit provided meaningful feedback. The feedback is being reviewed and ACAT will be advised and/or consulted about any planned changes. The existing mask mandate remains in effect for Wheel-Trans Operators and customers. Shared sedan taxi rides have not resumed yet and the resumption of shared rides on sedan taxis will continue to be evaluated in the coming months. Wheel-Trans eligibility appeals will resume shortly as was discussed in August 2022 meeting. The Customer Service team will contact ACAT for participation on the panel once the process resumes.

#### Questions and Comments from the Committee

A member raised a concern that the mobile chat feature used during the Public Forum may not have been working correctly for screen reader users. Matt Hagg, Manager of Customer Policy, will provide feedback to the live stream vendor used for the Forum.

Other members commended the ACAT Chair and TTC staff on the panel at the Public Forum and questioned why TTC top management did not participate in the Forum. Cameron explained TTC is undergoing a change in senior management and next year participation from the Executive Team is likely. Matt confirmed that many members of senior level management were watching the Forum even though they did not participate.

### 13. Subcommittee Reports and Highlights

#### Communications Subcommittee (CS)

There was no meeting held in September. The next meeting is scheduled for October 6, 2022.

#### Design Review Subcommittee (DRS)

Craig Nicol, DRS Chair, provided a summary of the DRS meeting held September 14, 2022. Parkside Drive and Queensway stop difficulties and solutions were discussed. The possibility of making an accessible connection between the 501 Queen and 80 Queensway bus service and the associated costs were explored. The Subcommittee questioned restricted space for access routes, their length and complexity and examined elevation challenges. The Subcommittee recommended the 501 Queen stop, Queensway at Parkside Drive be closed given the low ridership and high cost resulting in a non optimal connection.

Pedestrian crossings of the Line 3 replacement bus-way at line stops and a bus driveway at TTC's Kennedy Station were discussed. The Line 3 Bus Replacement project involves replacing the transit service on Line 3 Scarborough when it shuts down at the end of 2023. The Subcommittee discussed the need for consistency at line stops and recommended having a stop sign requiring buses to stop before passing through the bus way pedestrian crosswalk. A recommendation was also made to have a crosswalk with a standard traffic signal with APS installed at the "T" intersection where buses exit Kennedy Station to Transway Crescent.

Matt provided an update about bus and subway pre-boarding announcements. Ongoing work towards a solution for buses seems positive and TTC staff will update the Subcommittee in the future. TTC staff will further discuss subway pre-boarding announcements.

The next DRS meeting is scheduled for October 12, 2022.

#### Highlights for the next board meeting:

- Parkside Drive and Queensway stop, accessibility solution
- SRT Bus Replacement – Pedestrian Crossings
- Missing Pre-Boarding announcements, update on solution

#### Service Planning Subcommittee (SPS)

The September Subcommittee meeting details will be discussed at the next ACAT General Meeting.

## Wheel-Trans Operations Subcommittee (WTOS)

Lauri Sue Robertson, WTOS Chair, advised the Subcommittee meeting was held on September 21, 2022. The September meeting minutes were not available and the meeting details will be reported at the next ACAT General Meeting. ACAT members discussed the upcoming bus familiarization event scheduled for October 13, 2022 at TTC's Mount Dennis Division.

### Questions and Comments by the Committee

A member noted the WTOS minutes recorded a Wheel-Trans staff visit and asked if TTC staff have visited new stations on the Eglinton Crosstown, Line 5. Heather Brown, Director of Customer Experience, discussed different teams have visited some underground stations but TTC does not currently have full access to stations. Lodon Hassan, acting Manager of Customer Service, Wheel-Trans, reported Marco Iorfida, Wheel-Trans Scheduling and Policy Specialist, attended stations that were deemed safe enough for visits and captured feedback that was shared with WTOS.

#### 14. Other Items / New Business

##### a. Meeting Minutes

A member requested meeting minutes be delivered earlier to allow for comprehensive review and suggested minutes be submitted to TTC within five business days and for final draft minutes to be distributed no later than two weeks after a meeting. The same member expressed concern about current minute taker contracts being inadequate as contractors are not familiar with ACAT, previous proceedings, and processes. Lodon explained TTC staff are reviewing current contract terms to improve performance and will be issuing a RFP with the change in the future. Members were asked to provide suggested contract terms to Adrienne Isaac, Administrative Assistant, Wheel-Trans, and to him.

A member suggested meeting minutes may not be available due to the short timeline between the monthly Wheel-Trans Operations Subcommittee (WTOS) meeting and monthly ACAT General Meeting. Lodon advised WTOS meetings in 2023 will be changed to be held during second week of the month.

##### b. Operator Training and Recertification

Joe Lombardi, Chief Instructor, Bus Transportation Training Department, provided an update about Operator training and retraining resuming at TTC's Hillcrest location. He requested ACAT members resume participation in these training sessions, which will involve a one-hour presentation about accessibility experiences and provides an opportunity for ACAT members to speak directly to Operators. Joe invited ACAT members to participate and shared the time commitments needed for the training.

A member discussed new barriers at the Operator's door make it difficult for customers to communicate with drivers, especially customers who do not have sight. Joe explained the barrier is necessary as it deters Operators assaults. This feedback will be incorporated into training when it comes to dealing with persons with disabilities. Joe will liaise with TTC staff to set up ACAT members' signing up for the training sessions.

c. Noise alerts

Gwyneth Dalzell raised the issue of having an alert and notices about noise levels at stations under construction. She states she raised this issue at a previous ACAT General Meeting and asked for an update. Members discussed noise alerts and service delay notifications. The ACAT Chair asked for the issue to be assigned to a Subcommittee. TTC staff and the Committee agreed to have this issue referred to the Communications Subcommittee.

d. Masking update

A member discussed an email received from TTC staff requesting feedback from ACAT about continuing the mandatory mask mandate on Wheel-Trans vehicles and suggested discussing the issue at the General Meeting. Members expressed support for continuing the mask wearing mandate on Wheel-Trans vehicles.

Other Business

A member asked if the new Wheel-Trans Travel Trainer could make an introduction. Arlen Orellana, Travel Training Specialist, introduced herself and provided insight about her skills, background and experience.

15. Next Meeting

The next meeting is on October 27, 2022.

16. Adjournment

The meeting was adjourned at 3:29 p.m. on a motion brought by Debbie Gillespie.

*(Minute taker: Kinga Bilaska)*

TORONTO TRANSIT COMMISSION  
COMMITTEE MINUTES

APPROVED

Minutes of Meeting: ACAT General Meeting  
Meeting Date: Wednesday, October 27, 2022  
1:00 p.m. to 3:30 p.m.

Location: Virtual meeting via WebEx  
Present: Jonathan Marriott, ACAT Chair  
Bobbi Moore, ACAT Co-Vice Chair  
Debbie Gillespie, ACAT Co-Vice-Chair  
Angela Marley, CS Chair  
Carmen Galvan, SPS Chair  
Craig Nicol, DRS Chair  
Lauri Sue Robertson, WTOS Chair  
Anita Dressler  
Wangari Muriuki  
Howard Wax  
Sean Hollingsworth  
Lauren Foote  
Robert Hampson

Absent: Erica Tanny  
Gwyneth Dalzell  
Lorraine Le Camp, Pool Member

TTC Representatives: Josie La Vita, Chief Financial Officer  
Cameron Penman, Head of Wheel-Trans  
Heather Brown, Director of Customer Experience  
David LoPresti, Manager, Contracted Taxi Services, Wheel-Trans  
Dean Milton, Manager of Strategic Initiatives, Wheel-Trans  
Lodon Hassan, Acting Manager of Customer Service, Wheel-Trans  
Haroon Nuri, Manager of Elevating Devices  
Matt Hagg, Manager of Customer Policy, Strategy & Foresight  
Mohammed Shaikh, Divisional Manager of Operations, Wheel-Trans  
Natalie Francis, Manager, Planning and Policy, Wheel Trans  
Ross Visconti, Project Manager, Wheel Trans  
John Boucher, Lakeshore Garage Manager, Bus Maintenance and Shops  
Stephan Boston, Chief Instructor, Training Department  
Cyril Cromwell, Engagement Consultant, Racial Equity Office, Diversity Department

Udita Sharma, Human Rights Consultant, Human Rights and Investigations Department

Natashia Singh, Customer Experience Analyst, Strategy & Foresight

Adrienne Isaac, Administrative Assistant, Wheel-Trans

Augusta Ferguson, Co-op Student, Customer Experience

Invited Guests:

Jeffrey Short, Senior Advisor, Universal Design, Metrolinx

## 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 September 29, 2022 Minutes
6. Remarks from TTC Executive
7. Deputation: Nil
8. Review of Correspondence:
  - a) Accessibility Concern – Operator announcements on subways
9. Outstanding Items:
  - a) Review of ACAT meeting times
  - b) Noise alerts
10. Wheel-Trans Transformation and COVID-19 update from Cameron Penman
11. Subcommittee Reports, Highlights and Updates
  - a) Communications
  - b) Design Review
  - c) Service Planning
  - d) Wheel-Trans Operations
12. Remarks from ACAT Chair
13. New Business:
  - a) ACAT members' advisory participation in site visits
  - b) Onsite Criteria for ACAT members attending TTC events
14. Next Meeting – November 24, 2022
15. Adjournment

1. Call to Order/Attendance

Jonathan Marriott, ACAT Chair, called the meeting to order at 1:06 p.m. and attendance was taken.

2. Land Acknowledgement

The Land Acknowledgement was read by Jonathan.

3. Declaration of Conflict of Interest

Nil.

4. Approval of Agenda

Two items were added to the agenda under New Business

- a) ACAT members' advisory participation in site visits
- b) Onsite criteria for ACAT members attending TTC events

Bobbi Moore brought a motion to approve the Agenda, Howard Wax seconded. Carried.

5. Review and Approval of September 29, 2022 Minutes

Anita Dressler brought a motion to approve the September 29, 2022 minutes. Debbie Gillespie seconded. Carried.

6. Remarks from TTC Executive – Josie La Vita, CFO

Josie La Vita, Chief Financial Officer, advised that TTC leadership has been working on September Readiness over the last few months, ensuring service was ready for students returning to school and people returning to routines and activities. TTC staff have also been working on the budget for 2023 and ensuring that funding and resources are in place for all priorities, including accessibility as a top priority. TTC is preparing for a new Board and waiting for City Council to have their inaugural meeting, at which point TTC Board members will be determined. The next expected Board Meeting and budget meeting for the new term is December 2022.

Questions and Comments from the Committee:

A member asked whether there has been a turn over in senior staff. Josie advised that Jim Ross, TTC Chief Operating Officer, has retired and Kirsten Watson, Deputy Chief Executive Officer, has resigned.

7. Deputation:

Nil.

## 8. Review of Correspondence

### a) Accessibility Concern – Operator announcements on subways

Jonathan Marriott, ACAT Chair, read an email received noting concerns about the speed and style of announcements made by Operators. The email suggested that announcements are difficult to understand at times and this affects customers who rely on clear audio cues.

A member suggested better training on how to use the microphone system on vehicles is necessary. Another member suggested speaking slower and not using technical language during announcements would help and asked TTC staff to have a message sent to divisions and contracted taxis to remind drivers of all types of service that they are serving a customer service function. The member also reminded ACAT members to discuss announcement concerns when speaking to Operators during training sessions.

A member suggested repeating an announcement could be helpful as well as incorporating training where drivers practice making announcements. Another member asked how often announcements are reviewed and whether Operators are provided training on using microphones. Cameron Penman, Head of Wheel-Trans, will consult with the appropriate TTC staff regarding announcement protocols and sending out a reminder. The member asked for an update before the end of the year. This item was referred to the Service Planning Subcommittee and members requested involving staff from Transit Control and Operations Training Centre.

## 9. Outstanding Items

### a) ACAT meeting times

An update will be provided at the next meeting as some members still need to respond about their preference.

### b) Noise alerts

Heather Brown, Director of Communications, reported the details of a preliminary discussion with the ACAT member regarding how to better communicate to customers about the noise at stations that have ongoing construction. Screens used for messages to customers do not have space to add another bar for messaging. This item will be discussed at a future Communications Subcommittee meeting to determine how construction notices can be strengthened.

## 10. Wheel-Trans Transformation and COVID-19 Update

Cameron Penman, Head of Wheel-Trans, shared that the solution assessment report has been received. A detailed update about phases five to eight will be shared at the next

Wheel-Trans Operations (WTOS) meeting and further information about the upcoming phases will be provided at the next ACAT General Meeting. Phase five will start in 2023.

There are now 41 ProMaster 7 metre buses in service and another 100 are expected to be introduced in the next year. Share ride on sedan taxis will be the next item to be rolled out but no service changes are being made currently. Cameron informed members that he is the new Head of Wheel-Trans.

### Questions and Comments from the Committee

A member asked for clarification about the difference between Family of Services transfer stops and non-vehicle transfer stops. Cameron explained a non-vehicle transfer stop is a walking stop, where the customer has the ability to get to a designated stop without using transit. Dean Milton, Manager of Strategic Initiatives, explained there are currently 4,500 non-vehicle transfer stops. Transfer stops are stops with direct transfer onto another vehicle. Non-vehicle transfer stops are stops where a customer is asked to travel on their own at a certain distance to the next stop or to their point of destination. Some stops are not suitable for vehicle-to-vehicle transfers but are suitable stops to be used for a customer to be directed to get off the Wheel-Trans vehicle or conventional vehicle and make their own way to the destination as it is a short distance away. These stops are used when it is not possible for a vehicle to safely stop at the destination or transfer point. Examples of these stops include being 150 metres from a subway entrance or medical office, which is the final destination. Dean further explained the terminology used, “vehicle transfer” and “non-vehicle transfer”, is for TTC staff use only. The communication provided to customers includes clear and concise steps and directions to follow and a route map of expectations and transfers.

Members suggested this terminology is confusing and complicated and questioned whether it should be further discussed. TTC staff and members agreed that this terminology did not need to be further discussed as it is only used by TTC staff and not shared with the public.

A member asked about the Wheel-Trans mobile app and noted there is no field to enter trip instructions. Cameron responded that the mobile app pilot is being expanded and an update will be provided by Ross Visconti, Project Manager, at a future WTOS meeting.

## 11. Subcommittee Reports and Highlights

### Communications Subcommittee (CS)

Angela Marley, CS Chair, provided an update about the meeting held on October 6, 2022. An IT analyst presented an update about the accessibility features on the TTC website, [www.ttc.ca](http://www.ttc.ca). Screen readers can now correctly voice information. 23 other items are being addressed, the main one being Google Translate as it is no longer being supported by

Google. TTC is developing its own accessible page for Google Translate to operate as required for TTC customers' needs.

Dolphin Disability Mentorship Day was on October 26, 2022 and the program was presented to the Subcommittee by Brittany Manu, Anti-Racism Policy Consultant. The program creates opportunities to mentor TTC employees who have disabilities and the program aims to provide opportunities for career development.

The 506 Carlton streetcar service will be temporarily suspended between Ossington Avenue and Parliament Street, due to construction in the area. There are no scheduled shuttle buses. A system is in place to accommodate customers with disabilities as needed. Subway service will continue but people will need to walk east or west of the station to board a bus or streetcar. Messaging has gone out on social platforms and this diversion model is also being used as a test to gain feedback ahead of anticipated construction in 2023.

Angela discussed Heather and former TTC staff, Maria Khan, were developing website content about customers submitting feedback on elevator and escalator outages. The noise alerts issue continues to be explored and is an outstanding item on the Communications Subcommittee agenda.

The next CS meeting is November 3, 2022.

#### CS Highlights for the next board meeting:

- Accessibility features on TTC website
- 506 Carlton Diversion

#### Questions and Comments from the Committee

A member suggested putting noise notification in Wheel-Trans customer alerts. Another member suggested notifications cannot properly capture the times noise made so notices might not have the desired impact

Cyril Cromwell, Engagement Consultant, Racial Equity Office, discussed the Dolphin Mentorship event held October 26, 2022. The event took place at the Racial Equity Office at Union Station and was a success. The volunteer participants included TTC employees from Human Rights, Project Planning, Employment Development, Wayfinding, frontline Operators, fleet safety staff, metal technicians and engineers. All volunteers provided invaluable feedback on career navigation within the TTC and advice to participants through a series of panel discussions and individualized breakout sessions. An introductory discussion was held one week prior to the event, which included time for one-to-one discussions.

### Design Review Subcommittee (DRS)

Craig Nicol, DRS Chair, provided a summary of the DRS meeting held October 12, 2022. Becky Katz, City of Toronto Manager of Cycling and Pedestrian Projects, presented about a bicycle lane floating bus stop design and accessibility site visits conducted to review pedestrian accessibility features. A floating bus stop is a bus platform in a roadway that is separated from the sidewalk by a bicycle lane. Subcommittee members stressed concerns about the safety of a route that has a mix of mid-block and signalized intersection stops and crossing to the island with incoming bicycle and vehicle traffic. Onboarding and off boarding questions were evaluated, the need for a platform to be wide enough for ramp deployment, where to get off and at which point on the road it is safe to cross to actual sidewalk or to cross the street itself. An additional concern was navigation with mobility devices due to variety of construction and terrain. The floating bus stop design remains in development and City of Toronto will consult with the Subcommittee before finalization.

The Lawrence Station Easier Access Centre Subway Platform Tactile Wayfinding Design was also discussed. A drawing illustration was presented and showed Lawrence Station will be fitted with an elevator, two escalators and stairs at the south end of the platform. The design and layout of wayfinding tiles will need to be changed. The Subcommittee expressed concern with tiles that could inadvertently direct customers towards the platform edge at a ninety-degree angle. The layout was modified based on Subcommittee feedback in order to provide a better path and the final proposed version will be reviewed again in the future.

The next DRS meeting is November 2, 2022.

#### DRS Highlights for the next board meeting:

- Floating bus stop design discussion
- Lawrence Station wayfinding tile layout

### Wheel-Trans Operations Subcommittee (WTOS)

The September and October meeting details will be reported at the next ACAT General Meeting.

A member asked when the Wheel-Trans mobile app will be updated to include the ability to enter trip notes. Ross Visconti, Project Manager, explained that the app pilot program is now being expanded from 15 to 20 users who were participating in the original pilot program. Expanding the pilot was delayed due to requirements for a questionnaire similar to the COVID-19 questionnaire on the self-booking website. The current pilot now includes 50 users and the goal is to secure 100 users to evaluate the pilot further and address any fixes the app may require. A new iPhone fix addressing an issue with the "Where is my Ride" feature was received on October 20, 2022 and will be tested shortly. The pilot will continue until the end of 2022 improvements will be considered after the roll out in 2023. An improvement for the trip notes will be included. Currently any trip notes that are entered

in the self-booking system or by a Reservationist is being provided to the drivers. Ross encouraged members to email Wheel-Trans Customer Service if they would like to sign up for the pilot. The app is expected to be available to the public some time in spring of 2023.

### Service Planning Subcommittee (SPS)

Carmen Galven, SPS Chair, discussed the September 2022 SPS meeting and advised that there was no SPS meeting in October 2022. In the September SPS meeting customer contact cards were reviewed. This is a new form of documentation used. The Subcommittee raised concerns about the description and identification of a customer who may be disruptive, need support and who may interact with the TTC security staff. The cards may provide valuable data on biased profiling of customers by TTC security as they include detailed descriptions based on race, age and gender. The Subcommittee discussed visible and invisible disabilities and how to report on the card. The Subcommittee asked how the data collected will be used in the future, how will it be enforced, and what the purpose of the collection was. Customer rights to refuse information were also discussed. The categories of identification are consistent with the provincial standard for identity data collection. The proposed customer contact card will be discussed again at a future meeting.

A proposed new policy about mobility devices on buses was also presented. The main focus was on operators accommodating customers. Disciplinary measures when a customer is not accommodated according to the protocol were also discussed. The current streetcar and bus protocol requires Operators to only drive away from a customer once the next vehicle arrival time is announced or a Wheel-Trans vehicle is requested. Securement of mobility devices on buses was also discussed and this topic will be revisited at a future meeting.

The next meeting is on November 2, 2022.

### SPS Highlights for the next board meeting:

- Proposed Customer Contact Card
- Proposed policy about mobility devices on conventional transit

### 12. Remarks from ACAT Chair

Jonathan announced he will be leaving ACAT. This is a volunteer committee and a substantial amount of his time has been given to the Committee. Jonathan also shared ACAT member, Janice Shachter, has resigned due to a scheduling conflict and expressed appreciation for her service to the Committee. Jonathan discussed meaningful accessibility and its importance to day to day functionality. He suggested accessibility is not transactional, measured by conventional metrics, compliance or administrative process. Lack of accessibility restricts a person from function and development, and prevents them from being part of the community. A person is excluded by not having access and that may provide a message that a person is not welcome. Jonathan encouraged the Committee and TTC to lead with empathy when issues arise, to take

ownership and accountability to rectify situations. It is important to identify learnings on prevention for the future. Accessibility requires working together to achieve meaningful accessibility. There are bumps and learnings, and frustrations along the way, which are results of larger systemic issues. Jonathan expressed appreciation for serving on ACAT. A member expressed appreciation for the leadership provided on ACAT and Cameron thanked Jonathan for his service.

### 13. New Business:

- a) ACAT members' advisory participation in site visits
- b) Onsite criteria for ACAT members attending TTC events

Angela Marley, CS Chair, discussed the efforts TTC makes to provide accessible transit to customers and ACAT's role in making recommendations and providing feedback. It is important for members to volunteer their time when TTC requests to participate in the advisory events. Angela suggested more communication is needed to facilitate attendance at site visits, focus groups and reviews and suggested determining what barriers might be preventing members from attending these.

Matt Hagg, Manager of Customer Policy, discussed a new focus group session pooling wider group of customers using varied mobility devices is being arranged. The event details will be shared once the date is finalized.

### Questions and Comments from the Subcommittee

A member suggested having a later start time for events that require member participation as morning or mid-day events are sometimes difficult to attend. Another member suggested it is difficult for people who work to attend as it would mean taking time off and many have limited vacation days. Having a 4 p.m. start time could help more members be available. The travel distance is also a factor. Another member suggested it is difficult to work full-time and be on ACAT. A member discussed the pandemic as a consideration or possible explanation for lower participation as members may not be comfortable with engaging in the public domain.

### Onsite Criteria for ACAT members attending TTC events

Angela discussed her experience at a TTC event she recently attended at Mount Dennis Garage. There was a designated Wheel-Trans stop at the event where she waited but the Wheel-Trans vehicle never came. She informed the onsite Wheel-Trans staff and she chose to leave on conventional transit. Angela suggested event organizers should have criteria list or guidelines when it comes to ACAT members attending TTC hosted events, such as accessible washrooms and a designated Wheel-Trans stop location that is known by the event team.

### Question and Comments from the Committee

A member suggested barriers and accessible events should be further discussed. The item will be on the agenda for the next ACAT General Meeting.

A member discussed accessibility during events is a requirement by law and the standard should be included, like accessible washrooms or elevators to provide equitable treatment to everyone. This topic was also assigned to the Service Planning Subcommittee.

### Other Comments

A member asked if Line 1 is operated by automatic train control for the full length. The braking system is more gradual now and this makes guide dogs target the door in a different way. When two lines move in different ways it is difficult to train guide dogs to understand expectations. Matt confirmed that Line 1 is now operating with automatic train control.

### 14. Next Meeting

The next ACAT General Meeting is on November 24, 2022.

### 15. Adjournment

The meeting was adjourned on a motion by Howard Wax at 3:30 p.m.

Kinga Bilaska  
Recording Secretary