



Advisory Committee on Accessible Transit

January 27, 2022

TTC Board Members
Toronto Transit Commission
1900 Yonge Street
Toronto, Ontario
M4S 1Z2

Dear Board Members:

The Advisory Committee on Accessible Transit (ACAT) is forwarding the approved minutes of its General Monthly meeting of October 28, 2021 and November 25, 2021 to the February 10, 2022 Board Meeting for information (attached).

Thank you.

Sincerely,

Jonathan Marriott
2022 ACAT Chair

Attachment

TORONTO TRANSIT COMMISSION

COMMITTEE MINUTES

Minutes of Meeting: Advisory Committee on Accessible Transit
Meeting No. 371

Meeting Date: Thursday, October 28, 2021
1:00 p.m. to 3:30 p.m.

Location: Virtual meeting via Webex

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

Pool Members: Kim Pearson
John Rae
Howard Wax

Regrets: Chris Stigas, Co-Vice Chair

TTC Representatives: Dwayne Geddes, Head of Wheel-Trans
Heather Brown, Manager of Customer Communications
David Lo Presti, Manager – Contracted Taxi Services,
Wheel-Trans
Dean Milton, Manager – Strategic Initiatives, Wheel-Trans
Cameron Penman, Manager – Customer Service, Wheel-
Trans
Mohammed Shaikh, Divisional Manager, Wheel-Trans
Diana Francis, Assistant Manager, Wheel-Trans
Lodon Hassan, Assistant Manager – Customer Service,
Wheel-Trans
Alicia Fowlie, Customer Communication Specialist,
Marketing and Customer Experience
Matt Hagg, Senior Planner – System Accessibility, Strategy
and Foresight
Marco Iorfida, Scheduling and Policy Specialist, Wheel-
Trans
Victoria Kolakowski, Travel Training Specialist, Wheel-Trans
Brittany Manu, Anti-Racism Policy Consultant, Diversity
Hanh Nguyen, Administrative Assistant, Wheel-Trans
Mathushan Thilakanathan, Co-Op Student, Strategy and
Foresight
Dorna Zaboli, Human Rights Consultant, Human Rights and
Investigations

Invited Guests: Lianne Bach, Family Friend of Judy Berger (former ACAT
member)
Mazin Aribi, Deputant, Former ACAT Chair
Nadia Hamilton, Founder and President, Magnusmode

Items discussed

1. Call to Order / Attendance
2. Land Acknowledgement
3. Declaration of Conflict of Interest
4. Approval of Agenda
5. Memorial Resolution – Judy Berger
6. Remarks from ACAT Chair
 - a. TTC Board Meeting and Accessibility Matters
 - b. ACAT Executive Quarterly Meeting with TTC CEO and TTC Chair: Nil
7. Review and Approval of September 30, 2021 Minutes
8. MagnusCards App
9. Outstanding Items
10. Deputation: Nil
11. Review of Correspondence: Jenny Cloutier
12. COVID-19 updates: Nil
13. Wheel-Trans Transformation updates
14. Subcommittee reports, highlights and updates
 - Communications
 - Design Review
 - Service Planning
 - Wheel-Trans Operations
15. Other / New Business
16. Adjournment

1. Call to Order / Attendance

Igor Samardzic, Chair, 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

Nil.

4. Approval of Agenda

On a motion by Sam Savona and seconded by Margo Brodie, the agenda was approved with no amendments.

5. Memorial Resolution – Judy Berger

Judy Berger was a member of ACAT between the years of 2013 and 2015. A strong advocate for the disability community, she made tremendous contributions to the quality of the lives of seniors and all residents of Toronto. Remarks from her family were shared in Judy's memory. She was a strong-minded woman, an advocate for women's rights, and a loyal, dependable friend.

The resolution was moved by Lauri Sue Robertson and seconded by Debbie Gillespie.

The resolution reads as follows:

“Be it resolved that ACAT deeply regrets the passing of Judy Berger, member. We express our condolences to family and friends and her contributions to accessible transit. A copy of this resolution will be inscribed in the minutes of ACAT and sent to the family and friends after this meeting.”

Multiple members remembered how Judy taught many about people with different accessibility needs which might not be immediately recognized. With her cheerful disposition, she broadened their scope of inclusivity and was always open to having conversations with those who were curious. A member quoted Judy, “people are the experts on their own disability”.

Lianne Bach, family friend of Judy Berger, shared that she and her family knew her for many years and Judy was like a grandmother to her. She thanked the members for sharing their memories.

6. Remarks from ACAT Chair

a. TTC Board Meeting and Accessibility Matters

The Chair advised there was no TTC Board meeting in October. The next scheduled Board meeting will be on November 17, 2021.

The TTC Public Forum on Accessible Transit took place on October 21, 2021. The Chair thanked TTC staff for putting the event together.

Matt Hagg, Senior Planner – System Accessibility, Strategy and Foresight thanked the Chair for his presentation and work as a panelist. Over 170 people were watching the event live and 20 were calling in. TTC staff will collect and compile comments and feedback into different categories, which will be provided to ACAT and posted online.

The Chair mentioned the TTC launched their new website and encouraged members to provide feedback as the updates are made.

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

The next ACAT Executive Quarterly meeting will be held on November 15, 2021. The Chair encourages members to forward their suggestions.

7. Review and Approval of September 30, 2021 Minutes

On a motion Gwyneth Dalzell by seconded by Lauri Sue Robertson, the September 8, 2021 minutes were approved with no amendments.

8. MagnusCards App

Alicia Fowlie, Customer Communication Specialist, Marketing and Customer Experience, introduced Nadia Hamilton, Founder and President of Magnusmode.

Earlier this year, the TTC partnered with Magnusmode to create MagnusCards, step-by-step guidelines on mobile devices to help people plan their journey and access different modes of transit. The app was presented to the Communication Subcommittee and card decks for review are on the beta site. Staff are collecting feedback and plan for launch in late 2021.

Nadia Hamilton founded the company for people with similar needs as her brother, who has autistic and needed help completing everyday tasks. She drew him step-by-step instructions and posted these around their home, giving her brother greater agency, less stress, and more independence. Magnusmode seeks to use technology to bridge the gaps of accessibility by providing digital step-by-step guides for home and community living.

Nadia provided a demonstration with the TTC subcategory that is located within the Travel deck. Inside the TTC subcategory contains decks such as TTC – Fares & PRESTO, TTC – How to Take the Bus, etc. Each deck contains text and images on a step-to-step process of that set of instructions. Additional features include a download option, audio feature where Magnus reads the deck to the user, and a deck counter to keep track of which card the user is on.

The goal of this app is to create a continuously evolving life skills library that is socially acceptable, discrete, engaging the broader community, and placing the onus on corporations and businesses to accommodate people of diverse abilities. Card decks are available for download so users do not require Wi-Fi to use it.

Questions and Comments from the Committee

A member asked whether these cards would be available to print, made on large screen or on a computer.

Nadia advised the only option to print would be to screenshot each card and print them individually at this time. Alternatively, library partners will have laminated PDF copies that are available to the public. As for large screen or use on a computer, there are future plans but currently it is only available on mobile devices.

Another member inquired if Magnusmode was partnering with any education system.

Magnusmode are currently partnered with Autism Ontario, Geneve Centre for Autism, and others that serve and educate people with autism and other disabilities. They did work with the Waterloo District School Board, but they are not formally partnered with any education system. There are also many teachers who use this app for their students. Alicia mentioned that she had shared the TTC deck with the Toronto District School Board and the Toronto Catholic District School Board in search of their feedback. Nadia thought of doing webinars to introduce the app to schools, which the members were happy about.

Another member asked if it were possible to upload personalized photos to the app.

This will be included in a product update as well as other custom features in consultation with the neurodiversity community. Neurodiverse people are being asked to model for each of the photos already on the app and in the advertisement.

Members supported this idea and wanted to know if the TTC would always have the latest version.

There is a lot of technology that Nadia would like to incorporate into the app in the future, such as geofencing and specific decks being available by QR code to explain specific routes on the TTC.

A member asked whether there were any considerations for people with multiple disabilities. They also had a specific question about whether there was any outreach to Community Living.

MagnusCards was designed specifically to deliver information in multiple modes through the virtual cards by its graphics, text, and audio. Easter Seals Ontario has given their input as well. They used headphones and relied on pictures. There are plans for sign language and video to be integrated as well as making the app more accessible for screen readers. Magnusmode did some early testing with Community Living Toronto and would appreciate members sharing information throughout their social networks.

A visually impaired member uses voiceover on the phone and is looking forward to giving feedback. They would especially like to test the app on a braille display. They mentioned that print and desktop access would be helpful in case some users need it embossed. They also inquired if the photos on the app are described. Members mentioned how beneficial this would be for senior groups.

The app does have audio options but none on the main screen so far. The app is currently being used for people with dementia, Traumatic Brain Injuries, etc. The wide range of potential users also inspired the branding, which originally was said to look too juvenile and later was updated to something more neutral.

A member inquired about user's options when they feel confused while following the instructions and was it possible to check off certain cards that have been completed.

There are decks on TTC Customer Service and in Phase 2 there will be a help function where the user can call customer service, a caregiver, etc. At the bottom on each card, a text will advise the current position in the deck, how many steps are completed, and how many are left. Currently there are no checkmarks being used but could easily be integrated.

A member inquired whether this app was connected to Google Maps, TTC apps and other popular navigation apps. That function will be made available in Phase 2.

A member asked if MagnusCards can be personalized enough that it can remind someone who is neurodiverse using a mobility device that they should be the first to get on a bus and the last to get off.

Magnusmode is currently working with travel trainers in order to create material regarding the right way to board.

9. Outstanding Items

- Item: ACAT Terms of Reference – Ongoing.

The ACAT Terms of Reference are being reviewed by the TTC's Human Rights and Diversity department. Hanh Nguyen, Administrative Assistant to Wheel-Trans has brought the committee's feedback to the team.

10. Deputation

Nil.

11. Review of Correspondence: Jenny Cloutier

ACAT received an email from Jenny Cloutier, Toronto Social Worker.

Jenny has worked with many of the homeless population who have been affected by the Toronto Police removing the encampment from Trinity Bellwoods Park in June 2021. This is especially concerning the recent eviction of the Lamport Stadium encampment. They were concerned with the TTC seeming to support the police by providing transportation services. As there are many intersections between disability and homelessness, they wanted to know how and why this decision was made, what the process is by which the TTC lends its services to the Toronto Police, and who else can request this service.

Questions and Comments from the Committee

Members were unsure about ACAT's involvement or role with this correspondence. A member said it appears people were likely looking for accountability on the police's part and these might be questions better suited for TTC staff to answer.

Another member agrees and feels these type of incidents directly impacts ACAT's ability to advocate for diversity and inclusion. The committee is representing the community and as its words are supposed to have an impact at the TTC, they are in a difficult position.

Brittany Manu, Anti-Racism Policy Consultant from Diversity advised she would bring to the attention of this issue in terms of TTC image, involvement and perspectives of the communities to the Diversity Director and the Chief Diversity and Culture Officer.

Dwayne Geddes, Head of Wheel-Trans explained that the TTC has a relationship with all emergency services wherein when an emergency service call is received and requested, the TTC provides resources. The TTC does not make the decision on what constitutes an emergency and that is up to the emergency service.

12. COVID-19 updates

Nil.

13. Wheel-Trans Transformation updates

This item has been moved to the next meeting.

14. Subcommittee reports, highlights and updates

Communications Subcommittee (CS) – Angela Marley, CS Chair

This item has been moved to the next meeting.

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

This item has been moved to the next meeting.

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

This item has been moved to the next meeting.

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

This item has been moved to the next meeting.

15. Other / New Business

Nil.

16. Adjournment

The meeting was adjourned at 3:35 p.m., on a motion moved by Sam Savona.

Gabriella Providence
Recording Secretary

TORONTO TRANSIT COMMISSION

APPROVED

COMMITTEE MINUTES

Minutes of Meeting: ACAT General Meeting

Meeting Date: Thursday, November 25, 2021
1:00 p.m. to 2:30 p.m.

Location: Virtual meeting via Webex

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

Pool Member: Howard Wax

TTC Representatives: Claudio Caschera, Head of Subway Transportation
Dwayne Geddes, Head of Wheel Trans
Al Pritchard, Head, Bus Maintenance & Shops
John Boucher, Manager, Lakeshore Garage
Heather Brown, Manager of Customer Service

Cameron Penman, Manager of Customer Service, Wheel-Trans

Mohammed Shaikh, Divisional Manager, Wheel-Trans

Diana Francis, Assistant Manager, Wheel-Trans

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

Matt Hagg, Senior Planner – System Accessibility, Strategy and Foresight

Victoria Kolakowski, Travel Trainer Specialist, Wheel-Trans

Sarah Mahboob, Human Rights Consultant

Hanh Nguyen, Administrative Assistant, Wheel-Trans

Mathushan Thilakanathan, Co-Op Student, Strategy and Foresight

Invited Guests:

Commissioner Julie Osborne, TTC

Pamela Diggins, CP24

Items discussed

1. Call to Order / Attendance
2. Land Acknowledgement
3. Declaration of Conflict of Interest
4. Approval of Agenda
5. Remarks from ACAT Chair
 - a. TTC Board Meeting and Accessibility Matters
 - b. ACAT Executive Quarterly Meeting with TTC CEO and TTC Chair
6. Review and Approval of October 28, 2021 Minutes: Deferred to December
7. Outstanding Items
8. Deputation: Nil
9. Review of Correspondence: Nil
10. COVID-19 updates: Nil
11. Letter forwarded from TAAC – Closure of Essential Bus Stops
12. Wheel-Trans Transformation updates and Cybersecurity Incident
13. Subcommittee reports, highlights and updates
 - Communications
 - Design Review
 - Service Planning
 - Wheel-Trans Operations
14. Other / New Business
15. Next Meeting – December 16, 2021
16. Adjournment

1. Call to Order / Attendance

ACAT Chair Igor Samardzic called the meeting to order at 1:12 p.m. and attendance was taken.

2. Land Acknowledgement

The land acknowledgement was read by the ACAT Chair.

3. Declaration of Conflict of Interest

Nil.

4. Approval of Agenda

On a motion by Margo Brodie and seconded by Angela Marley, the agenda was approved with an amendment to follow-up with Pamela Diggins from CP24 under Item 14, new business.

5. Remarks from ACAT Chair

a. TTC Board Meeting and Accessibility Matters

The Chair thanked ACAT members who helped provide assistance and information during the recent cybersecurity incident. Communication during this time was difficult. The Chair also thanked staff for their hard work behind the scenes. Once the incident is fully investigated by the TTC, the Chair suggested a presentation be given to the committee to summarize.

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

The ACAT Executive quarterly meeting took place on November 15, 2021. Two issues were discussed during this meeting: issues with the TTC website and cyber emergency preparedness.

The TTC has transitioned to a new website, which at the time, had no live service alerts. There were also outstanding issues with accessibility unrelated to the cybersecurity incident. The Chair requested a timeline or roadmap for remedying these issues.

In terms of cybersecurity, the Chair emphasized the importance of the security of the ACAT members' sensitive information and communication with the ACAT members.

6. Review and Approval of October 28, 2021 Minutes

The October 28, 2021 minutes have been deferred to December meeting.

7. Outstanding Items

- Item: ACAT Terms of Reference – Ongoing.
The ACAT Terms of Reference under review by staff.

A member inquired if this will be completed and presented to the committee before January when ACAT expects new members and elections to occur. Hanh Nguyen, Administrative Assistant, Wheel-Trans has been in contact with the Human Rights and Diversity Team for follow-up. Due to recent cybersecurity incident, there are delays in accessing files and documents. It is estimated the issue will be taken care of in December.

8. Deputation

Nil.

9. Review of Correspondence

Nil.

10. COVID-19 updates

Nil.

11. Letter forwarded from TAAC – Closure of Essential Bus Stops

A letter from Councillor Kristyn Wong-Tam (Ward 13, Toronto Centre) and the Toronto Accessibility Advisory Committee (TAAC) was forwarded to ACAT concerning the planned cancellation of two stops along the 121 Fort York-Esplanade bus route near Market Street and Lower Jarvis Street. Many residents, including senior citizens living at three nearby buildings, have complained about the lack of accessibility this has caused them. According to an ACAT member who is also a member of TAAC, this is one of many routes which were disturbed, including on Jane and Finch and Jane and Sheppard. They suggested that the committee make recommendations to the Service Planning Subcommittee for further review of this issue.

The Chair opened the floor to ACAT members and TTC staff. Matt Hagg, Senior Planner – System Accessibility, Strategy and Foresight suggested this item be added to

the Service Planning Subcommittee's agenda. A member requested a report from Wheel-Trans about how Wheel-Trans users may be affected by these changes, which is something that would be led by Service Planning.

A letter will be sent in response to the Councillor.

12. Wheel-Trans Transformation updates and Cybersecurity Incident

Dwayne Geddes, Head of Wheel-Trans provided an update to this item.

Some of ACAT members received a letter from the TTC regarding the cybersecurity incident. The TTC and an external team of IT experts have been investigating the attack since October 29, 2021. There has been minimal impact to customer-facing systems such as customer service and Wheel-Trans. The TTC has measures in place to prepare for potential cyberattacks with systems tested regularly, however, these attacks do become increasingly more sophisticated. The TTC tests their systems regularly, follows best practices in security, and have an internal mandatory security training program to educate its employees.

There is thus far no evidence that the data of ACAT members have been compromised, but should this change, the affected individuals will be contacted. Emails may now be sent freely, internally and externally, however attachments and links are stripped.

Wheel-Trans 10-year transformation updates – Phase 4 testing will take place this week as the next phase of the program will be released on November 28, 2021. There have been minor updates such as the ability to select SMS notifications, improved screen size, and others.

Questions and Comments from the Committee

A member inquired on the motive for the cyber attackers.

Staff advised it is too early to be certain, but once the results are known members will be advised.

Another member inquired on the Wheel-Trans Mobile App and if there will be an update to add notes field to provide instructions to drivers when booking a trip.

Staff advised this feature was not included in this update. Further conversation can be held at the next Wheel-Trans Operations Subcommittee meeting.

A member inquired whether ACAT members lose their free credit protection through TransUnion when they leave or complete their ACAT term.

Staff advised the protection plan applies for three years.

13. Subcommittee reports, highlights and updates

Communications Subcommittee (CS) – Angela Marley, CS Chair

The CS meeting scheduled on November 4, 2021 was cancelled as a result of the cybersecurity incident.

A joint meeting between SPS and CS was held on October 7, 2021 to discuss communications to customers on large closures and diversions.

Staff provided a detailed presentation on closures and diversions. The presentation outlined how communications are undertaken with customers, staff, stakeholders and the media. Members questioned the efficiency of on-site customer service as well as the announcement of service changes made by operators rather than the PA system. This was taken back for further review. The language used on pole cards was also called into question and described as difficult to decipher with too much jargon.

The new AV shuttle service has not begun. There have been some issues with testing which have extended the testing period.

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

DRS meetings were held on October 6, 2021, November 3, 2021, and November 24, 2021.

October 6, 2021

PRESTO has proposed new fare machines for buses and streetcars which were discussed. The machines have a slightly smaller screen with a bar code and PRESTO card reader allowing for the use of debit cards, credit cards, and mobile phones. Other features include a loud speaker, high contrast text, raised edges around each scanner for tactile input, and differently shaped scanners.

There were concerns from the members regarding the display text (size, font, colours), but staff assured there were no issues in testing. The text is black over a white

background. Members suggested fare payment instructions should be posted for public access.

International Accessibility Best Practice Review was tasked to Mathushan Thilakanathan, the University Co-Op Student in Strategy & Foresight. He was to investigate what accessibility best practice design features are being used in other transit systems around the world. The committee emphasized a holistic view of public transit, including services between lines and customer service practices.

Eglinton Crosstown LRT meetings was held earlier in the year and an outstanding list summarizing issues were raised. The list has been shared with all concerned parties including Metrolinx. Members requested a meeting with the City to resolve the issue of accessible pedestrian signals crossing announcements for LRT platform. The meeting will take place on December 1, 2021.

The Davisville Station Platform discussion included ways to improve the northbound platform due to the lack of space for people moving on the platform, especially those using mobility devices. The subcommittee elected not to proceed with a motion at this time. Staff was requested to return to the DRS subcommittee with photos and engineering information.

November 3, 2021

Becky Katz, Manager, Cycling and Pedestrian Projects for the City of Toronto provided a presentation focusing on ActiveTO cycle track design and associated accessibility features on Yonge Street and Danforth Avenue. The presentation reviewed status, experiences to date, adjustments and new design features. Accessible loading zones, a roll curb between the cycle track and the sidewalk were some of the issues discussed. The City has been conducting intercept studies with accessibility/Wheel-Trans users to determine improvements to the Yonge Street project.

Subcommittee members requested a detail of the roll curb separation between Cycle track and the sidewalk and request to change the name of the loading zone to one more accurately reflecting its use, such as accessible boarding or pickup zone.

November 24, 2021

A meeting was held on November 24, 2021. Metrolinx staff presented on accessibility features for the Scarborough Subway Extension (SSE) stations. This included a review of entrances, accessible path and vertical circulation elements, Wheel-Trans bus bays and subway platform designs.

The next DRS meeting is scheduled for December 1, 2021.

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

SPS meetings were held on October 6, 2021 and November 3, 2021.

October 6, 2021

Eric Chu, Manager of Project Development & Coordination gave a presentation on the Line 3 Bus Replacement Study, in which the TTC will be phasing out Line 3 and utilizing bus services until the Line 2 extension is ready. Three options were presented:

1. Hybrid Line 3 Right of Way. This option would utilize the corridors originally used by Line 3 making for the fastest, most reliable trip possible between Kennedy and Ellesmere stations.
2. Midland and Brimley Couplet. With this option, buses will operate between Scarborough Centre Station and Kennedy Station via Midland and Brimley. This allows for the chance to coordinate signals to ensure fast travel with one bus coming every minute.
3. Midland and Brimley Couplet with Kennedy. This option is less direct but would avoid the subway construction on Eglinton by routing buses onto Kennedy going northbound.

TTC staff recommend implementing Option 1. Next steps for the project are that in January 2022 design modifications will be submitted for approval.

Subcommittee members were concerned about how Kennedy Station will handle the extra traffic, wait times for connections and whether increased seating and rest areas were considered. Staff advised that extending routes to Kennedy would decrease local transfers since the buses would take them directly to the subway, but further amenities will be considered.

Strategy & Foresight is currently conducting a review to streamline the Support Person Assistance Card program. Transitioning the program to PRESTO is occurring separately and outside the scope of this review. Subcommittee members shared concerns about inappropriate use of the card by support persons. Possible solutions suggested included requiring the passenger with the disability to show the card themselves or special status on one's PRESTO card indicating that they have applied for this service. Members also raised concerns on the service locations and hours at Bathurst Station, suggested an FAQ and to extend the expiration date from three years to five years.

Members voiced concerns on the 66B Prince Edward bus route. Customers are often waiting up to an hour and the info screen will display the 66A Prince Edward bus route. A member asked whether there is policy for drivers to attempt to get back on schedule when the schedule has been disruptive. Staff confirmed there is that process. Transit Control will be invited to present on the procedures put in place for these scenarios.

A member raised concerns on seating at the east entrance of Lansdowne Station. Staff advised that indoor seating for connecting to Wheel-Trans is planned as part of the Easier Access project and that there is an outside canopy being built. Outdoor seating will be looked into.

November 3, 2021

The RapidTO Priority Project was presented to members. Phase 1 included looking at priorities in terms of neighborhoods, forms of transportation and accessibility. One of the concerns brought up was how traffic congestion would impact the speed and reliability of buses and streetcars. The TTC is hoping to engage the public in the first phase of this project to get their feedback and has created a survey to serve this purpose.

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

A WTOS meeting was held on October 14, 2021.

Wheel-Trans stops and landmarks continue to be reviewed and updated where necessary. Hastus on Demand (HOD) scheduling software was updated to Phase 4 and that allowed more than one entrance be created at a specific landmark. There will be the capacity for additional addresses at Pioneer Village Station, which will help customers find the accessible entrance to the subway. Other updates include in-person travel training has resumed, however the virtual and phone options are still available.

A deputation was made by Mazin Aribi, former ACAT Chair on the TTC's new policy for conditional customers prior to making Family of Services mandatory. Their suggestion was that conditional members should be able to use a minimum of 8 door-to-door trips per month accumulated for calendar year whether their conditions are present or not. The benefits of this would include reduced anxiety and increased flexibility to accommodate the lives of customers. Mazin Aribi was invited to the next Wheel-Trans Subcommittee meeting for further discussion.

Once Family of Services becomes mandatory, Wheel-Trans will be able to collect data from customers who refuse it. This is to understand the reasons why and identify trips that are not feasible.

The next WTOS meeting is scheduled for December 10, 2021.

14. Other / New Business

The agenda was amended and a motion by Angela Marley was withdrawn. Heather Brown, Manager of Customer Communications updated the committee that Pamela Diggins from CP24 attempted to join ACAT General meeting early on but was on mute. The Corporate Communications Team is aware and will follow-up with CP24.

A member inquired on the impact that the COVID-19 vaccination or lack thereof will have on the services TTC and Wheel-Trans provide. Staff advised that trips continue to be booked and confirmed that there has been no impact to ACAT or Wheel-Trans.

The next Board meeting on Monday, November 29, 2021 will introduce the new 2022 ACAT members. They will be invited to the next ACAT General meeting in December.

The 2021 ACAT members who will end their three years terms are Margo Brodie, James Pyo, Igor Samardzic, Sam Savona, and Chris Stigas.

Sam Savona, motioned to go in-camera and was seconded by Lauri Sue Robertson.

15. Next Meeting – December 16, 2021

The next meeting will be held December 16, 2021 via Webex.

16. Adjournment

The meeting was adjourned at 3:46 p.m., on a motion by Angela Marley.

Gabriella Providence
Recording Secretary