



Advisory Committee on Accessible Transit

April 5, 2023

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 December 15, 2022, January 26, 2023, and February 23, 2023 to the April 13, 2023 Board Meeting for information (attached).

Thank you.

Sincerely,

Anita Dressler
2023 ACAT Chair

TORONTO TRANSIT COMMISSION
COMMITTEE MINUTES

APPROVED

Minutes of Meeting: ACAT General Meeting

Meeting Date: Thursday, December 15, 2022
1:00 p.m. to 3:30 p.m.

Location: Virtual meeting via WebEx

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

Regrets: Wangari Muriuki

TTC Representatives: Natalie Poole-Moffatt, Chief Corporate Affairs Officer
Cameron Penman, 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
Natashia Singh, Customer Experience Analyst, Strategy & Foresight
Arlen Orellana, Travel Specialist, Wheel-Trans
Stephan Boston, Chief Instructor, Bus Transportation Training Department
Joe Lombardi, Chief Instructor, Bus Transportation Training Department

Brittany Manu, Anti-Racism Policy Consultant, Diversity Department

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

Chris Hong, Customer Experience Analyst, Strategy & Foresight

Natalie Francis, Manager, Planning and Policy, Wheel Trans

Glen Buchberger, Head of Plant Maintenance Department

Augusta Ferguson, Co-op Student, Strategy & Foresight

Adrienne Isaac, Administrative Assistant, Wheel-Trans

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/ Remarks from ACAT Chair
- 6/ Acknowledgement of the 2022 Retiring ACAT Members and Introduction of the 2023 ACAT Members and Pool Members
- 7/ Remarks from TTC Executive – Natalie Poole-Moffatt, Chief of Corporate Affairs
- 8/ Outstanding Items – Review of ACAT meeting times
- 9/ Davisville Platform Width Motion Update – Glen Buchberger
- 10/ Deputation: Nil
- 11/ Review of York Station Correspondence
- 12/ Wheel-Trans Transformation & COVID-19 update from Cameron Penman
- 13/ Subcommittee Reports, Highlights and Updates
 - Communications
 - Design Review
 - Service Planning
 - Wheel-Trans Operations
- 14/ New Business
 - a. ACAT Advisory Role regarding Line 5
 - b. Operator training and recertification
 - c. Video Presentation at the TTC Board Meeting
- 15/ For ACAT Members' Information
 - ACAT New Member Orientation – January 10, 2023, at 1 p.m. to 4 p.m.
 - ACAT Executive Elections – January 16, 2023, at 1 p.m. to 2 p.m.
- 16/ Next Meeting – January 26, 2023
- 17/ ACAT Chair's Closing Remarks
- 18/ Adjournment

1. Call to Order/Attendance

Debbie Gillespie, ACAT Chair, called the meeting to order at 1:05 p.m. and attendance was taken by Lodon Hassan.

2. Land Acknowledgement

The Land Acknowledgement was read by Debbie Gillespie.

3. Declaration of Conflict of Interest

Nil.

4. Approval of Agenda

Debbie Gillespie suggested combining Agenda item #5 and Item #17.

Three items were added to the agenda under New Business:

- a. ACAT Advisory Role regarding Line 5
- b. Operator training and recertification
- c. Video Presentation at the TTC Board Meeting

Angela Marley brought a motion to approve the agenda as amended. Howard Wax seconded. Carried.

5. Remarks from the ACAT Chair

Debbie Gillespie stated that this is the last meeting of the year and she wanted to take the opportunity to highlight some of the achievements of ACAT and the subcommittees, which was also presented at the recent TTC Board meeting. These highlights included the detailed and dedicated work of all of the subcommittees, the 30th Anniversary of ACAT and its accomplishments, communication to all customers, including accessibility improvement being beneficial for everyone.

6. Acknowledgement of the 2022 Retiring ACAT Members and Introduction of the 2023 ACAT Members and Pool Members

Bobbi Moore, ACAT Vice Chair congratulated the retiring members of ACAT and stated that the great work of ACAT could not have been done without them. She acknowledged the new members beginning their term, the three-year from January 1, 2023, to December 31, 2025, and one-year from January 1, 2023, to December 31, 2023, and said that she was looking forward to working with them.

7. Remarks from TTC Executive

Natalie Poole-Moffatt, Chief of Corporate Affairs, addressed the ACAT Chair and apologized for the issues with the video that occurred at the December 8, 2022 TTC

Board Meeting. Natalie advised ACAT and diversity are top of mind for the executives at TTC and confirmed that they take this very seriously. She thanked ACAT, all retiring members and welcomed new members.

Questions and Comments from the Committee

The ACAT Chair explained to new members that this portion of the agenda is typical and often a different member of the TTC Executive makes remarks at each meeting. They don't always have an answer to a question, but they always report back.

A member commented on the recent incident on the subway train where a member of the public was injured, and another killed. She asked what the TTC was doing to increase safety on the TTC and reassure customers of their safety. Natalie Poole-Moffatt stated that their hearts went out to the families affected by this and that in the last few years' people have been dealing with mental health issues. The TTC has many features in the stations, trains and buses to increase safety. This includes two-way communication in the stations, Special Constables and Transit Enforcement Officers, uniformed staff in the stations, emergency alarms, cameras, and advertising encouraging customers to report any suspicious activity through the TTC app. TTC is also actively working with all city partners to work on a new strategy to help customers feel safer.

Cameron Penman, Head of Wheel-Trans added that Wheel-Trans also follows guidelines that include not leaving their passengers alone.

A member commented that she has brought this up numerous times, that it is a very ableist view that mental health is related to violence. Although troubling incidents happen, they are often blamed on mental health, and it is distressing to think that this is what is being discussed by the TTC behind closed doors. She felt it was not an appropriate comment to be making. Natalie Poole-Moffatt apologized as this was not what she meant when making that comment.

A member thanked TTC staff for doing a fantastic job as these are challenging times. She reminded everyone that all customers are responsible for reporting anything they notice on the TTC. It is important to get this message out to all customers. Overall, she felt that the TTC was doing a good job.

The ACAT Chair suggested this would be a good opportunity to get feedback from the ACAT members and the public for this, as she suspected there would be a lot of volunteers.

A member asked if the TTC has reached out to any other group except Streets to Homes and the TPS to engage with the community. She has found this particularly frustrating that they do not connect with other organizations. Natalie Poole-Moffatt stated that TTC has been working closely with Streets to Homes, the Special

Constables and other city groups to reach out to the community members in need and they are very proud of their partnerships.

Another member suggested there are other groups TTC could reach out to that are grassroots. The member expressed concern about the context that TTC seemed to be talking about, as if mental health equals violence, which is inappropriate. This has been brought up several times and again suggested there are other organizations the TTC could reach out to.

A member stated that this is an important issue that TTC should be looking into. Her concerns were if she was conditionally registering for the accessible service, seeing this violence on the TTC would give her concerns on travelling on the transit system.

A member suggested involving the Travel Trainer in strategies TTC is working on and perhaps reach out to ACAT and former members for input and feedback.

A member reminded everyone that Toronto is a city of 3,000,000 people and incidents like this happen everywhere in the City. The TTC is doing what they can but things do happen in cities that are this size.

A member suggested the appeal panel for Wheel-Trans appeared to have deep flaws with the system which included communication issues, no information given prior to the meeting to prepare, and elements of the process related to a bigger issue. The member suggested the subject should be taken to one of the subcommittees for feedback. The member will be invited to either be on the Wheel-Trans Subcommittee or be invited to discuss these issues. The member was also asked to send Cameron Penman concerns about the Wheel-Trans appeal panel in writing so that it could be taken to the next meeting.

8. Outstanding Items

The only two issues remaining on the outstanding list.

- a. Appeals process for functional assessments – this has been moved to the Wheel-Trans subcommittee.
- b. ACAT meeting times – this has been given to the Diversity group for their input. If it was not made clear at the last meeting this was discussed, it will be up to the Diversity group to provide suggestions but ultimately up to ACAT to decide to accept their suggestions or not. This item will stay on the Outstanding Items list.

9. Davisville Platform Width Motion Update – Glen Buchberger

Glen Buchberger, Head of Plant Maintenance, provided a presentation on the Davisville platform width motions and addressed each one of the three individually.

- a. That the TTC as an interim measure mitigate restricted platform width by:

Immediately removing wind screens on the northbound platform which prevent circulation behind the columns. Immediately implementing a communications and signage plan to encourage customers not to stand or wait along the narrow portions of both Davisville platforms, like the plan that is currently in place during ECLRT construction at Eglinton Station.

Glen confirmed that removing the windscreens will be completed in spring of 2023 as some of the work cannot be completed in the winter. New stainless-steel benches with arms will be installed where the old, red benches are. New signs have been installed informing people not to congregate in the areas that are narrow on the platform.

b. That the TTC undertake a study to consider bringing both the northbound and southbound minimum unobstructed platform widths into compliance with the OBC.

Glen explained that as the TTC will be moving out 1900 Yonge Street, they do not support changing of the two platforms at this time as this area is up for development and the TTC will have this in the scope of work for any development project.

c. That once studies are completed the TTC consider funding a capital project to bring both Davisville northbound and southbound platform minimum unobstructed widths into compliance with the OBC.

Again, Glen explained that as they would be moving out of the building and this would be added to any scope of work with a developer, they would not be moving forward with this.

Questions and Comments from Members

A member asked if there was a developer interested or if this project would be in the future. Glen advised it was targeted for 2027/2028.

A member expressed concern about the efficiency of the signs, as people do not necessarily read them and for people who have low vision or are blind. Glen agreed to the point and will take this feedback back to the team.

A member stated that the windscreens that are being removed must have been installed for a reason and wondered if the TTC is taking this into account and mitigating accordingly. She also asked if they were considering alternatives to the benches that would not limit larger mobility devices from passing safely, or fold down benches. Glen Buchberger stated that they are not considering any other options for the benches and will communicate to the customers prior to beginning construction on the platform so they can take this into consideration when planning their trip.

A member suggested this is an example of ACAT making suggestions and the feedback being followed through at the TTC. This was a difficult decision, but when discussed at DRS, it was decided that the most important thing was safety of the passengers.

A member also commented that this was discussed, and it was found that safety was the most important part and suggested that perhaps DRS should discuss benches and passage and blocking assistive devices.

A member suggested ACAT could find a solution to both problems and not just one of them. Perhaps ACAT could make other suggestions for benches or shelters that could be safely added to this station. Perhaps it should go back to the originating committee to look for alternative suggestions that would match different disabilities.

The ACAT Chair suggested this topic return to ACAT in 2023 for further discussion.

10. Deputation: Nil

11. Review of Correspondence:

The ACAT Chair summarized correspondence received from a concerned customer regarding the York University Station, including escalators that do not go down, and unwelcoming station for people with different abilities. This included the angled stairs and the single elevator. ACAT members were asked if they have any suggestions and most members agreed this was not a station that they used.

Comments and Questions from the Committee

A member stated that the website states that there are escalators going both up and down, but there is only one elevator. He concurs with the writer that the angled stairs are difficult and ACAT brought this to the TTC's attention already.

A member suggested having an ACAT member go to the York University Station to assess some of the issues and bring this back to the committee for feedback. She suggested the Design Review Subcommittee (DRS) investigate this further and bring back their findings and suggestions.

A member commented that the TTC website used to have a central listing of both the elevators and escalators at each station, but the escalator list has been removed. Heather Brown, Director of Customer Experience, was taking notes and will forward this to the digital team. It was also noted that the searches sometimes are missing information on the names of the stations, which might be a glitch, which will also be brought back to the digital team.

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

Cameron Penman, Head of Wheel-Trans, provided an update about the solution assessment for phases five to eight of the Reservations, Scheduling and Dispatch software upgrades. He explained that Wheel-Trans is looking at the suggestions provided in the solution assessment which will help to shape the path forward for these phases. Current timelines suggest that these additional upgrades will begin in early 2024. Wheel-

Trans continues to replace older vehicle models. 48 of the new 7 metre ProMaster buses are now in service. The existing mask mandate remains in effect for Wheel-Trans Operators and customers. Solo sedan taxi rides will continue but Wheel-Trans will look at the possibility of moving to shared rides on these vehicles in the New Year. Changes are coming to the pre-booking health questionnaire; customers will be asked to acknowledge a disclaimer on symptoms as opposed to being required to complete a questionnaire. Customers will be notified of the upcoming changes.

Cameron Penman thanked the retiring members and stated that the work done by the committee is very important. He wished everyone a Happy Holiday Season and welcomed the new members.

13. Subcommittee Reports and Highlights

Communications Subcommittee (CS)

Angela Marley, CS Chair updated the members on the last Communications Committee meeting held on December 1, 2022. This included the marketing campaign for the 30th anniversary of ACAT, initiatives that the Communications Committee worked on, elevator outage information added to the website. Items to carry over to 2023 included the noise alert notification, ways to draw attention to the work of ACAT and ongoing promotion of ACAT recruitment and that applications are accepted throughout the year. She said that work on the station descriptions is ongoing, and a communication and education plan is underway for the public. The next meeting will be held in February 2023.

Design Review Subcommittee (DRS)

Craig Nicol, DRS Chair, provided a summary of the DRS meeting held on November 30, 2022. They talked about the new Yonge North subway extension, which will add five additional stations to Line 1. There were two presentations, including Bridge and Clark Stations. Members were provided with the information for these prior to the meeting, so they were prepared with questions. They suggested that ACAT should have been included in the design plans.

DRS noted that the mobility device areas were not up to code and drew their attention that this required updating. The complexity of the Bridge Station, which included buses, GO, subway included the suggestion of implementing two paratransit stops and wayfinding, among other suggestions. A presentation for the proposed Steele's Station will be presented in the New Year.

The redesign of Cumberland Terrace building will require a length of time that the Bay Station is not accessible, and options were discussed to mitigate this, including moving the available bus stops. It was also suggested that the developer be asked to construct the end that would include an elevator to Bay Station first but that will still be years in the future.

Subway boarding announcements were discussed, and it is not feasible to try and create this at the terminal stations with the current software and systems. They were assured that the new system and trains will have this included. The software engineers have been asked if they can improve this in the current trains.

The next DRS meeting is to be decided.

Service Planning Subcommittee (SPS)

Carmen Galvan, SPS Chair summarized the minutes of the last meeting, which was held on November 2, 2022. Some of the highlights included the survey results and obtaining 3650 responses, which set out the key items valued by customers such as reliability, frequency, safety and communication. They understood that information may not be important to them, however, it might be important to others. It was noted that travel patterns have changed, and that the TTC had to make changes to keep up. 2023 will include the opening of Line 5 potentially in the spring and Line 6 towards the end of the year, and closing of Line 3. All of this, it was noted, could change. The SPS noted that subway closings seemed chaotic and suggested that they take this feedback to the closures and diversion teams for implementation of new measures to make this smoother. The TTC is working on making updates and changes in Scarborough, which includes route closures, changes and rerouting to help cover areas and the closure of Line 3.

Wheel-Trans Operations Subcommittee (WTOS)

Lauri Sue Robertson, WTOS Chair, advised there was no meeting in December and the next should be in February 2023.

Questions and Comments by the Committee

A member reminded ACAT members that if there is a need for advice, meeting or any feedback, subcommittee members should try and make themselves available in January. The Communications Subcommittee is expecting a draft newsletter to review, but any other subcommittee might request this. Another member confirmed that the DRS is expecting a meeting in January and as the new members would not yet be in place, to participate if possible.

14. Other Items / New Business

a. Operator Training and Recertification

Stephan Boston, Chief Instructor, Bus Transportation Training Department, confirmed that the on-site invitations would be sent to ACAT members for the operator training and recertification. This gives the ACAT members time to educate the bus drivers and give them feedback on their experiences. Adrienne Isaac and Lodon Hassan will send times to ACAT members, and it was suggested that if the new members would like to participate, that they attend a session with another ACAT member.

Questions and Comments from Members

A member has provided lists and talking points that she has been working on that will also help guide members and should be included with the invitation.

A member agreed that this would be a good addition for the new members as well and agreed it should be sent with the invitation. It is important for them to provide feedback, both good and bad, to help educate the drivers.

A member agreed that adding the list would be helpful for the members and although this list is in the manual, suggested it would be helpful to attach it to the invitation.

b. Line 5 Advisory Role

Angela Marley spoke about the Line 5 Advisory Role and attending the meeting in person to give a face to ACAT. She stated that they have the attention of the TTC Board members, and the Commissioner stated that when he attended an ACAT Zoom meeting, he found it very helpful and informative. She also stated it was very invigorating to meet again in person, and encouraged ACAT to consider this as well, as often what happens outside the meeting times is informative.

Angela also stated that the upcoming projects are different than in the past, where ACAT reported only to the TTC, who reported back. Now, it involves provincially owned land, privately built transit and city run. It has become more complicated and ACAT members will have to be aware.

c. TTC Board Video

Debbie Gillespie gave more details on the video mentioned by Natalie Poole-Moffatt earlier in the meeting. It involved a presentation by the TTC that was not provided in advance as text so she was unable to appreciate the message presented. She suggested that in the future anything public facing should be sent through a diversity and inclusion lens prior to release.

d. Metrolinx Accessibility Update

Jeffrey Short had no updates but asked if there were any questions from ACAT members.

Questions and Comments from the Committee

Jeffrey Short mentioned that the questions and responses template for the ACAT visit to the station that they discussed at the meeting was put together and when it is available for distribution, will notify the TTC. ACAT members' comments have been added. Jeffrey Short explained a follow up meeting will be planned for January 2023.

Information will be shared with ACAT members prior to the meeting. The ACAT Chair suggested inviting all members that were at the station visit.

A member stated that the GO Bus terminal at Finch and Yonge has some accessibility issues that limit people's access. Jeffrey Short explained that they have hired a company to do an accessibility audit on all of their stations, but they do have some limitations as they do not own all of the property or have the ability to make these changes or additions. He will raise this again with Matt Hagg for feedback as well as they wait for the audit.

15. ACAT Members Information

- a. New ACAT members information orientation meeting – January 10, 2023, at 1:00 p.m. to 4:00 p.m.
- b. New ACAT members Executive Elections – January 16, 2023, at 1:00 p.m. to 2:00 p.m.

Dean Milton, Manager of Strategic Initiatives, thanked the retiring members and welcomed new members. He stated that the TTC has a comprehensive Travel Training program that reviews the conventional system's accessibility features and invited everyone to contact the Travel Specialist, Arlen Orellena, for a personalized session. Arlen can be reached by email at wheel-transtraveltraining@ttc.ca or by phone.

16. Next Meeting

The next meeting is on January 26, 2023.

17. Adjournment

The meeting was adjourned at 3:36 p.m. on a motion brought by Howard Wax.

Cindy Edwards
Recording Secretary

TORONTO TRANSIT COMMISSION
COMMITTEE MINUTES

APPROVED

Minutes of Meeting: ACAT General Meeting
Meeting Date: Thursday, January 26, 2023
1:00 p.m. to 3:30 p.m.

Location: Virtual meeting via WebEx

Present: Anita Dressler, ACAT Chair
Erica Tanny, ACAT Co-Vice Chair
Mei Hung
Rob Lackie
Frank Lockhart
Maria Marin
Lavarnan Mehavarnan
Lauri Sue Robertson
Wangari Muriuki
Craig Nicol
Betty Rivington-Law
Howard Wax
Tammy Adams, Pool Member
Jason Osborne, Pool Member
Valdo Tammark, Pool Member

Regrets: Gwyneth Dalzell, ACAT Co-Vice Chair

Absent: Robert Hampson
Nicolas Paterson, Pool Member

TTC Representatives: Michael Atlas, General Counsel
Cameron Penman, Head of Wheel-Trans
Heather Brown, Director of Customer Experience
Chrisanne Finnerty, Director, Commission Services
Matt Hagg, Manager of Customer Policy, Strategy & Foresight
Lodon Hassan, Manager of Customer Service, Wheel-Trans
Dean Milton, Manager of Strategic Initiatives, Wheel-Trans
Omar Jabbar, Wheel-Trans Transformation Program Manager
David LoPresti, Manager, Contracted Taxi Services, Wheel-Trans
Stephan Boston, Chief Instructor, Bus Transportation Training Department
Cyril Cromwell, Engagement Consultant, Racial Equity Office, Diversity Department

Levenson Lincoln, Customer Service Supervisor, Wheel-Trans

Brittany Manu, Anti-Racism Policy Consultant, Diversity Department

Arlen Orellana, Travel Specialist, Wheel-Trans

Warren Rupnarain, Accessibility Consultant, Diversity Department

Natashia Singh, Customer Experience Analyst, Strategy & Foresight

Roshane Anderson, Coordinator, Human Rights and Investigations

Chris Hong, Customer Experience Analyst, Strategy & Foresight

Adrienne Isaac, Administrative Assistant, Wheel-Trans

Digna Avila, Co-Op Student, Marketing and Customer Experience

Invited Guests:

Julie Osborne, TTC Board Member

Items Discussed

- 1/ Call to Order / Attendance
- 2/ Land Acknowledgement
- 3/ Declaration of Conflict of Interest
- 4/ Approval of Agenda
- 5/ Remarks from TTC Executive – Michael Atlas, General Counsel, on behalf of Rick Leary, Chief Executive Officer
- 6/ 2023 ACAT Executive Elections results
- 7/ Remarks from ACAT Chair
- 8/ Announcement of 2023 Subcommittee Membership
- 9/ Review and Approval of November 24, 2022, Minutes
- 10/ Outstanding Items
- 11/ Deputation: Nil
- 12/ Review of Correspondence:
 - a. Bloor-Yonge Renovation/Suicide Prevention
- 13/ Wheel-Trans Transformation & COVID-19 update from Cameron Penman
- 14/ 2023 ACAT Meeting Dates
- 15/ New Business:
 - a. ACAT meeting method update
 - b. Operation recertification update – Stephan Boston
- 16/ Next Meeting – February 23, 2023
- 17/ Adjournment

1. Call to Order/Attendance

Anita Dressler, ACAT Chair, called the meeting to order at 1:00 p.m. and attendance was taken.

Lodon Hassan, Manager of Customer Service, Wheel-Trans, welcomed attendees and reminded everyone that members of the public and TTC employees do not participate in the discussion unless asked a direct question or otherwise called to speak.

2. Land Acknowledgement

A member read the Land Acknowledgement.

3. Declaration of Conflict of Interest

Nil.

4. Approval of Agenda

Howard Wax brought a motion to approve the Agenda as presented, Wangari Muriuki seconded. Carried.

5. Remarks from TTC Executive – Michael Atlas, General Counsel on behalf of Rick Leary, Chief Executive Officer

The ACAT Chair stated that Rick Leary, Chief Executive Officer, was unable to attend the meeting. Michael Atlas, General Counsel, introduced himself and discussed that he overlooks the Legal Department, which includes the Legal and Claims Sections, Commission Services, which includes running TTC Board Meetings, and he also overlooks Investigative Services. Michael read correspondence on Rick Leary's behalf:

The TTC is looking forward to working closely with ACAT over the next year to transform and modernize the TTC. It has been almost three years since the beginning of the pandemic and many things have changed. TTC is looking forward to making a more accessible, barrier free system. Safety, accessibility, and diversity and inclusion are top priorities. Lansdowne Station was completed in December is the 56th accessible station and elevator construction is underway at 14 other stations. ACAT celebrated 30 years in May 2022, the TTC is grateful for the guidance ACAT has given to TTC over the years and looks forward to the coming year. Michael welcomed new members and congratulated the new ACAT Executive.

Michael discussed that TTC is concerned about violence and remains committed to working to ensure safety. There are ongoing meetings with Mayor John Tory, the Chief of Police, and the Union to determine what can be done and more Special Constables and TTC staff has been placed on the system. Michael thanked ACAT and expressed TTC is

looking forward to continuing to work together to achieve everyone's shared vision of transit.

6. 2023 ACAT Executive Elections results

Cameron Penman, Head of Wheel-Trans, announced the results of the Executive election for 2023. The 2023 ACAT Executive are:

Anita Dressler, ACAT Chair

Gwyneth Dalzell, Co-Vice Chair

Erica Tanny, Co-Vice Chair

7. Remarks from ACAT Chair – Anita Dressler

Anita Dressler, ACAT Chair, reflected on the impact that ACAT has had, with a vision to improve the transit system to be more accessible and commented that the impact is felt by everyone. She reminded members that they have a voice and should use that voice, ensuring that their opinion and experience is brought forward. Anita thanked the TTC staff, including Wheel-Trans staff for their support. Anita acknowledged past ACAT members who were the foundation of what ACAT means.

8. Announcement of 2023 Subcommittee Membership

The list of Subcommittee members had been sent to all members.

9. Review and Approval of November 24, 2022, Minutes

There were no errors or omissions noted.

Lauri Sue Robertson brought a motion to approve the November 24, 2022, minutes as presented, Howard Wax seconded. Carried.

10. Outstanding Items

Lodon Hassan, Manager of Customer Service, Wheel-Trans, provided an update on the following outstanding items:

ACAT Meeting Times

The TTC Diversity Department is preparing a report, which is expected by the end of the first quarter of 2023. The report will be provided to ACAT members for review once available.

Honorarium

TTC intends to align with what the City of Toronto decides to do. An update will be provided shortly.

Davisville Platform Motion

Matt Hagg, Manager of Customer Policy, Strategy & Foresight, said this will be further discussed in the Design Review Subcommittee (DRS) in the first quarter of 2023. Matt advised for the motion that Staff will be moving forward with removing shelters on the northbound platform and adding additional signage on either side of the narrow areas of the platform. Staff further advised that the capital portion to reconfigure the platform will not move forward at this time as the property is expected to be redeveloped in the future and it would not make sense to do that now. DRS will have input on the placement of benches when the shelters are removed.

11. Deputation:

Nil.

12. Review of Correspondence:

a) Bloor-Yonge Renovation/Suicide Prevention

The ACAT Chair discussed a letter received expressing concern about suicide and mental health issues being experienced by customers on the TTC and the potential risk. A suggestion was offered about a design that might help minimize risks to customers. Anita assigned the correspondence to the Design Review Subcommittee for further discussion.

Questions and Comments from the Committee

A Member suggested the letter should have come to the Committee before being assigned to the Design Review Subcommittee. Members and TTC staff agreed to have a copy of the letter sent to all members and to discuss the correspondence at the next ACAT General Meeting. The writer will be invited to the next meeting so they know the topic is being addressed.

13. Wheel-Trans Transformation & COVID-19 Update from Cameron Penman

Cameron Penman, Head of Wheel-Trans, provided an update about Wheel Trans. Wheel-Trans plans to upgrade the AVL system which provides us with vehicle tracking. Steps are also being taken to secure a contract to implement a new Interactive Voice Response phone system. This will enhance the experience for callers as customers will only be required to remember one contact number for Wheel-Trans. Customers will be presented with options as to which Wheel-Trans department they would like to speak to once they are connected. This will eliminate the hassle of having to remember several different phone numbers to reach different departments at Wheel-Trans. TTC continues to have internal discussions about the solution assessment for phases 5 to 8 of the Reservations, Scheduling and Dispatch software upgrades and Cameron will provide an update at the next meeting. There are now 55 ProMaster 7 vehicles in the Wheel-Trans fleet.

In 2023 Wheel-Trans will enhance their customer re-registration campaign for customers who registered before December 31, 2017. A mobile application will be launched later this year which will give customers the ability to use many of the self-booking website features right on their smartphone.

Customer and Operator safety remains a top priority and as such, the mandatory masks/face coverings policy, where medically possible, will continue at this time on all vehicles. A reminder that this policy is still in place was included both on phone lines and on the Self-booking Website. In addition, as supported by ACAT, the COVID Health Screening questionnaire has been changed to a COVID-19 disclaimer for booking trips. Wheel-Trans will continue to roll out the plan to return to shared riding on all vehicles and Sedan Taxis will be considered for the reintroduction of shared rides over the coming months but there will be no changes for January.

14. 2023 ACAT Meeting Dates

Thursday, January 26, 2023
 Thursday, February 23, 2023
 Thursday, March 30, 2023
 Thursday, April 27, 2023
 Thursday, May 25, 2023
 Thursday, June 29, 2023
 Thursday, July 27, 2023
 Thursday, August 31, 2023
 Thursday, September 28, 2023
 Friday, October 27, 2023
 Thursday, November 30, 2023
 Thursday, December 14, 2023

15. New Business:

a) ACAT meeting method update

The ACAT Chair stated meetings will continue virtually via Webex and consideration for in person meetings will be given at a later date. Meeting locations, new COVID variants, and the need to be mindful of limiting exposure to members are factors in determining timelines to resume in person meetings.

Questions and Comments from the Committee

A member suggested considering a hybrid method for meetings. Another member suggested City of Toronto committees are still meeting online and ACAT can use what City committees do as a guideline.

b) Operation recertification update – Stephan Boston

Stephan Boston, Chief Instructor, Operations Training Centre, provided an update about

ACAT member participation in Operator recertification training. Training is only held over one day which does not allow time for ACAT members to speak. TTC plans to increase the training to two or three days in 2024 and to include an opportunity for ACAT members to speak to Operators.

Questions and Comments from the Committee

A member asked about how drivers are trained to deal with people with disabilities. Stephan explained slides setting out previous interactions with customers with disabilities and pamphlets are used during training sessions.

16. Next Meeting

The next ACAT General Meeting is on February 23, 2023.

17. Adjournment

The meeting was adjourned on a motion by Lauri Sue Robertson at 1:44 p.m.

Cindy Edwards
Recording Secretary

TORONTO TRANSIT COMMISSION
COMMITTEE MINUTES

APPROVED

Minutes of Meeting: ACAT General Meeting

Meeting Date: Thursday, February 23, 2023
1:00 p.m. to 3:30 p.m.

Location: Virtual meeting via WebEx

Present: Anita Dressler, ACAT Chair
Erica Tanny, ACAT Co-Vice Chair
Gwyneth Dalzell, ACAT Co-Vice Chair
Lauri Sue Robertson, WTOS Chair
Craig Nicol, DRS Chair
Howard Wax, SPS Chair
Bobbi Moore
Mei Hung
Rob Lackie
Frank Lockhart
Maria Marin
Valdo Tammark
Tammy Adams, Pool Member
Jason Osborne, Pool Member

Regrets: Wangari Muriuki
Lavarnan Mehavarnan
Betty Rivington-Law
Nicolas Paterson, Pool Member

Deputation: Michael McCamus

TTC Representatives: Rick Leary, TTC CEO
Cameron Penman, Head of Wheel-Trans
Heather Brown, Director of Customer Experience
Chrisanne Finnerty, Director, Commission Services
Matt Hagg, Manager of Customer Policy, Strategy & Foresight
Lodon Hassan, Divisional Manager – Customer Service, Wheel-Trans
Dean Milton, Manager of Strategic Initiatives, Wheel-Trans
Omar Jabbar, Wheel-Trans Transformation Program Manager
Ross Visconti, Wheel-Trans Project Manager
Cyril Cromwell, Engagement Consultant, Racial Equity Office, Diversity Department
Hannah Biesterfeld, TTC Human Rights

Levenson Lincoln, Customer Service Supervisor, Wheel-Trans

Arlen Orellana, Travel Specialist, Wheel-Trans

Warren Rupnarain, Accessibility Consultant, Diversity Department

Chris Hong, Customer Experience Analyst, Strategy & Foresight

John Boucher, Manager, Lakeshore Garage, Wheel-Trans

Luis Flores, Supervisor, Customer Service

Roger Caramanico, Marketing and Customer Experience

Items Discussed

- 1/ Call to Order / Attendance
- 2/ Land Acknowledgement
- 3/ Declaration of Conflict of Interest
- 4/ Approval of Agenda
- 5/ Remarks from TTC Executive
- 6/ Remarks from ACAT Chair
- 7/ Review and Approval of December 15, 2022, and January 26, 2023, Minutes
- 8/ Outstanding Items
- 9/ Deputation:
 - a. Bloor-Yonge Renovation/Suicide Prevention – Michael McCamus
- 10/ Review of Correspondence:
 - a. Suicide Prevention/Subway Safety Doors
- 11/ Wheel-Trans Transformation & COVID-19 update from Cameron Penman
- 12/ Announcement of the Chairs of the Subcommittees
- 13/ Subcommittee Reports, Highlights and Updates
 - a. Communications
 - b. Design Review
 - c. Service Planning
 - d. Wheel-Trans Operations
- 14/ New Business:
 - a. Fire safety/evacuation protocols on subway system
 - b. Family of Services subway trips
 - c. TTC Photo ID Office hours and waiting area
- 15/ Next Meeting – March 30, 2023

1. Call to Order/Attendance

Anita Dressler, ACAT Chair, called the meeting to order at 1:03 p.m. and welcomed attendees. She reminded everyone, the members of the public and TTC employees that they do not participate in the discussion unless asked a direct question or otherwise called to speak.

2. Land Acknowledgement

A member read the Land Acknowledgement.

3. Declaration of Conflict of Interest

Nil.

4. Approval of Agenda

An amendment to the Agenda was made to incorporate item #12 into item #6.

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

5. Remarks from TTC Executive – Rick Leary, TTC CEO

Rick Leary, TTC Chief Executive Officer (CEO), thanked the ACAT members for their dedication and apologized for missing the first ACAT meeting. He stated he and all of the TTC staff are looking forward to working with ACAT and all of the members to transform and modernize the TTC, making it more inclusive and further advancing accessibility across the system. He stated that the feedback from the Committee is invaluable to make the TTC more diverse and inclusive.

Rick noted that this is the first time they have had a Wheel-Trans bus wrap celebrating Black History month.

Rick explained that safety of both customers and staff is a priority in the system and that they are merely a microcosm of a larger city, which is similar to many large cities throughout North America. These multifaceted issues are being dealt with in the same multifaceted way. For instance, they have been working with their partners to ensure that people that need support are getting it and they have teams that work closely with these partners working with customers and staff. The feedback from customers and staff regarding having Toronto Police on site has been positive, and they continue to work with the Police Services to increase safety on the system. They are also working with Streets to Homes to make services available to people that need a warm place to sleep or other kinds of assistance.

A Member thanked Rick and the TTC for getting fare collectors out of the booths and

interacting and developing a connection with customers. This was a very positive move.

A Member explained that in the past the TTC has connected violence and mental illness, and they should be more sensitive with how they communicate information to the public.

A Member also suggested that the TTC reach out to other community partners, other than Streets to Homes, as they do not necessarily have a good reputation in the community they serve. The TTC might be better able to help more people if they reached out to other groups. Rick stated that they have been working with specialists in these areas to ensure that there is a clear distinction and to assist them in understanding the issues. TTC has further been training staff in de-escalation techniques, not just to identify any issues, but to be able to bring down the temperature of a situation. He personally has been learning a lot, and the TTC is implementing as many initiatives as possible to ensure the safety of the customers and staff.

A Member stated that this did not answer the second question in that is the TTC looking to develop further partnerships other than Streets to Homes. Rick will update the Committee when there is anything new as they are working on some new initiatives.

6. Remarks from ACAT Chair

Anita Dressler addressed the group. Robert Hampson has resigned from the Committee. Anita wished him well on behalf of herself and the Committee in his future endeavors. Valdo Tammark has replaced Robert Hampson. Anita explained that the subcommittees are a very important aspect of what ACAT is doing and what ACAT accomplishes. They are a learning experience and she thanked all of the members for participating.

The new subcommittee Chairs are as follows: Lauri Sue Robertson, WTOS Chair, Craig Nicol, DRS Chair, Howard Wax, SPS Chair, Maria Marin, CS Chair.

7. Review and Approval of December 15, 2022, and January 26, 2023 Minutes

There were no errors or omissions noted in the December 15, 2022 minutes.

Howard Wax brought a motion to approve the December 15, 2022 minutes as presented, Lauri Sue Robertson seconded. Carried.

ACAT members reviewed the January 26, 2023 minutes. A member noted that the section Davisville Platform Motion required further details and suggested including an update that TTC staff will be moving forward with removing shelters on the northbound platform and adding additional signage on either side of the narrow areas of platform. The capital portion to reconfigure the platform will not move forward at this time as the property is expected to be redeveloped in the future and it would not make sense to do that now. DRS will have input on the placement of benches when shelters are removed.

Craig Nicol brought a motion to approve the January 26, 2023 minutes as amended, Howard Wax seconded. Carried.

8. Outstanding Items

Lodon Hassan, Divisional Manager of Customer Service, Wheel-Trans, provided an update on the following outstanding items:

ACAT Meeting Times

The TTC Diversity Department is preparing a report, which is expected by the end of the first quarter of 2023. The report will be provided to ACAT members for review once available. This will be forwarded to WTOS for review and comment prior to reintroduction to ACAT.

9. Deputation

a. Bloor-Yonge Renovation/Suicide Prevention – Michael McCamus

Michael McCamus asked that the TTC and ACAT consider the implementation of platform edge doors at the busiest and largest station, Bloor-Yonge. In the past, the issue has been twofold, that the cost would be prohibitive and the technology of lining up the doors of the train and the doors for the barrier would be very difficult. He understands that since that time, the three levels of government, on December 9, 2022, released funds to renovate the Bloor-Yonge Station, in the amount of \$1.5 billion dollars. This would allow the TTC the funds to install platform edge doors at Bloor- Yonge, perhaps setting a precedent for further renovations of other stations in the future. Michael further understood that changes have been made to at least Line 1, that would permit the doors to line up correctly. He suggested that this was the best time to implement this as all of the prohibitions stated in the past are covered. He provided a study that showed that suicides are reduced by providing these barriers.

Questions and Comments from the Committee

A Member asked if Michael was proposing this on both Line 1 and Line 2. Michael stated that if the technology was there, it would be best to do both. A member confirmed that automatic train control is not yet available on Line 2 and the timeline for this is unknown. The trains would also need to have the correct technology prior to implementation. The Member stated that the new Ontario Line will have these barriers installed and Michael stated he was heartened when he heard this earlier.

A Member thanked Michael for bringing this important topic to their attention. He had pointed out that this not only prevented potential suicide attempts but also other assaults that cause people to be pushed onto the tracks. The Member asked if he had considered any other mechanisms he would like to share with the Committee. Michael stated that the blue button on the Bell Canada phones was an important addition, along with other suicide prevention initiatives taken by the TTC. TTC staff has been offered

the services if they have witnessed a suicide, to help prevent more stress or potentially PTSD. Michael suggested that it should be a multipronged approach.

A Member reminded Michael that even if this was going ahead, that it would take many years for the gates at Bloor-Yonge to be implemented and many more for the other stations. This Member also stated that if one were intent on suicide and the Bloor-Yonge Station had the barriers, they could go to another station. Michael agreed that while starting to implement these gates is only a starting point, it could be a precedent for other stations in the future. He further stated that there are studies that prove that these barriers help save lives. Suicide is mostly crisis driven and it has been found that if the person can be talked through the crisis or find barriers to suicide, once that crisis passes, they are less likely to go through with it.

A Member stated that the Design Review Subcommittee is the best place for this topic as they can look at some of this, specifically the Bloor-Yonge redevelopment, as the platforms will require reinforcement for future possible installation of these gates. The platforms up through the Vaughan Station were reinforced so that any barriers considered in the future could be installed. Metrolinx is extending Line 2 and this should be discussed with them along with the Richmond Hill extension, discussions should include reinforcement of the platforms for future consideration of gates.

A Member commented that just having the barriers might give pause to someone that might be considering jumping and give them enough time to work through an impulsive thought.

A Member suggested that these barriers would also have to consider the possible restrictions around stairways and escalators and their impact on accessibility.

A Member has done research into what was done in Japan and suggested that having the openings just a little larger might solve the issue of accessibility impact by allowing room to maneuver into an opening.

The ACAT Chair assigned the topic will be forwarded to the Design Review Subcommittee.

10. Review of Correspondence

The letter regarding the installation of platform edge doors will be included with the correspondence forwarded to the Design Review Subcommittee.

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

Cameron Penman, Head of Wheel-Trans, provided an update about Wheel-Trans. Wheel-Trans plans to upgrade the AVL system which provides us with vehicle tracking. Steps are also being taken to secure a contract to implement a new Interactive Voice Response phone system. He further confirmed that they are adding to the 7M ProMaster buses and

there are now currently 70 of these buses in service. These buses are more comfortable and are replacing the Friendly buses, which they expect to retire by the end of this year.

Customer and Operator safety remains a top priority and as such, the mandatory masks/face coverings policy, where medically possible, will continue at this time on all vehicles.

The campaign for re-registration of Wheel-Trans customers is underway and they are being more direct about having these customers' re-register. Lauri Sue Robertson suggested that they add a pop up on the Self-booking Website at the subcommittee meeting, which they are looking into implementing.

Questions and Comments from the Committee

A Member asked if they had considered giving the customers a hard deadline for re-registration. Cameron stated they have spoken about this, as there are still 60% of customers required to re-registration. They may have to reconsider this later, but currently they want to send these letters out and see if there is a positive response.

A Member commented that the feedback they heard has been suspicion of the re-registration. Cameron stated that it is important for the communication strategy to help with this.

A Member commented that one issue would be that if all of the customers that required re-registration all tried to make appointments at the same time, the system would be flooded. Cameron confirmed this would be true, but they have notified their partners and they are ready for an increase in functional assessments and increased members available to hear appeals.

A Member stated that they heard that one of the concerns customers have that use the system with unconditional service is that they might be forced on Family of Service, and they are concerned about their safety. Cameron explained that is why they are sending the letters in waves and will pass this information along regarding customers feeling safe on Family of Service, along with all of the other services.

Another Member suggested that people may not be re-registering as they are now able to use the regular TTC service effectively and efficiently. This Member also mentioned that one issue with the Wheel-Trans is that they may come very early or late, which makes it difficult to use for appointments.

A Member has heard that unconditional members are asking why they have to re-register as they had a disability ten years ago, and they are now older, with more issues and their disability has not gotten better. Cameron explained that they need to be reassessed to ensure they are in the correct eligibility category; it doesn't take long to fill in the forms and have your medical professional fill their portion in.

A Member asked what happens if a customer does not have a regular doctor. Dean Milton, Manager of Strategic Initiatives, explained that there is a range of options for a medical professional, it does not have to be a doctor, just a medical professional with knowledge of the customer's disability. The Member stated this was better, as there are many people without a doctor and this would still allow them to access this service. Dean also suggested that they can fill out the form and can be assigned an occupational therapist that will conduct the functional assessment.

12. Announcements of Chairs of Subcommittees

Included with the ACAT Chair's comments.

13. Subcommittee Reports, Highlights and Updates:

Communications Report

This report was deferred to March.

Design Review Report

Craig Nicol made the presentation of the Design Review Subcommittee (DRS) Meeting that was held on February 15, 2023. Craig was elected as Chair at this meeting and gave an updated on some of the projects discussed. They included:

- Eglinton Crosstown Site visit log from Metrolinx because of the meeting and comments. The concerns included:
 - The wayfinding path will be straight and not jog to go around the obstacles at the Science Centre underground and Mount Dennis Stations. The DRS was satisfied with this.
 - Concern was raised regarding the bus platform and roadway in the stations were the same colour and DRS requested a contrast. Metrolinx pushed back on this and the TTC suggested painting a yellow line. They will take this back.
 - At surface stops, concern was raised about the refuge area at the bottom of the ramp up to the platform being part of the crosswalk and it being difficult to tell where the crosswalk starts. DRS did not feel that this was properly implemented and had been discussed at length in 2016. Craig Nicol was asked to forward this information from 2016 to Metrolinx.
 - Concern was raised regarding the audio announcements on trains. They were told when it was discussed previously that it was just an example and when asked now, Metrolinx claims that the script has already been set to the manufacturer and cannot be changed. They will work with the TTC on the script they have and the script that the TTC must see if some changes could be implemented or if they are vastly different.

- The Line 3 bus replacement was discussed:

- TTC explained the process that would be used once Line 3 was removed and prior to the dedicated bus lanes being implemented. There were concerns that the shuttle buses should have differently marked stops and concerns that the buses going northbound may not come down the same street going southbound which may confuse people.
 - The walk from the new bus loading area that will accommodate all the new buses at Kennedy Station is a long walk to the station and TTC was asked to provide seating where possible.
 - Due to the changes on the routes, TTC agreed that proper announcements for the buses will be made prior to leaving to ensure that riders that get on, are getting on the right bus.
- Correspondence delegated from ACAT regarding York University Station having a stairwell whose railing is not aligned with the stair risers. Photographs of the stairwell will be brought to the next meeting for discussion. This letter also asked about directional escalators and the DRS suggested one should go up and one should go down.

The next DRS meeting is March 7, 2023.

DRS Highlights:

- Eglinton Crosstown site visit log
- Line 3 bus replacement
- York University Station stairwell

Wheel-Trans Operations Report

Lauri Sue Robertson made the presentation of the Wheel-Trans Operations Subcommittee (WTOS) Meeting that was held on February 8, 2023. Lauri Sue was elected as Chair at this meeting and gave an updated on some of the projects discussed. They included:

Family of Services Update

- Dean Milton introduced Chris Alexander, Supervisor of Municipal Licensing Standards who works closely with the TTC to ensure the safety of the Family of Services (FOS) vehicles. The presenters set out what is done to ensure the vehicles are safe, including random inspections of each vehicle for numerous requirements and the follow up required to bring the vehicle back into service.
 - Chris Alexander confirmed that although the drivers do not do circle checks of the vehicles, there is a municipal law that requires checks.
 - Infractions are checked and ACAT members will get a high-level update on these.
 - The complaint process was explained to the Committee members.
- The presentation was made on the detailed re-registration drive that is beginning and how the TTC plans on moving ahead.

- The Large Scooter and Wheelchair strategy was discussed and the TTC confirmed that anyone who is registered with one of the larger chairs and anyone who reports a problem negotiating a vehicle will have this put on their file so that trip planning will avoid these routes in the future, or they will get door to door service, depending on their designation. The TTC will ensure that customers are well informed of this.
- Details were also given to members regarding if the bus is full how to contact TTC for a ride and if the building you are leaving is closing before your Wheel-Trans pick up, the procedure for getting a ride.
- TTC customer service survey was sent out and replies were received and detailed to the members.
- Details of the Family of Services were given to the members.

Other

- A review of the complaints process was discussed.
- Heating in the vehicles, including Wheel-Trans and Family of Service was discussed.

The next WTOS meeting is March 8, 2023.

WTOS Highlights:

- FOS Update and safety of FOS vehicles
- Re-registration drive for legacy customers
- Large scooter and wheelchair strategy
- Review of Wheel-Trans complaints process
- Heating in Wheel-Trans vehicles

Service Planning Report

Howard Wax made the presentation of the Service Planning Subcommittee (SPS) Meeting that was held on February 15, 2023. Howard was elected as Chair at this meeting and gave an updated on some of the projects discussed. They included:

- The Special Events team gave a presentation and advised that accommodations for all their events will be included as part of event planning, including access to washrooms.
- The announcements on subways were difficult to understand and the subcommittee suggested that operators be given additional training on how to use the microphone.
- There was discussion on sufficient dwell time at stations for surface routes that connect with Line 5 at stations without bus terminals, and this will be taken back and brought back to the subcommittee with answers.

- The availability of the Photo ID Office was discussed, and the subcommittee made some suggestions. Heather Brown will be invited to speak at a future meeting.
- The Subcommittee requested a discussion on emergency evacuation procedures including any changes for Lines 5 and 6.

The next SPS meeting is March 7, 2023.

SPS Highlights:

- Accommodations at events
- Subway announcements
- Line 5 connection dwell times
- Photo ID Office availability

14. New Business

a) Family of Services Subway Trips:

The Family of Services will be in a presentation made in June by Dean Milton.

15. Next Meeting

The next ACAT General Meeting is on March 30, 2023.

16. Adjournment

The meeting was adjourned on a motion by Howard Wax at 2:52 p.m.

Cindy Edwards
Recording Secretary