



# Advisory Committee on Accessible Transit

August 31, 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 meeting of June 29, 2023 and July 27, 2023 to the September 26, 2023 Board Meeting for information. The topics discussed included the future procurement of electric buses for Wheel-Trans and pilot vehicles; directional signage at Kennedy Station; safety when using vehicle ramps; and a recent motion brought by the Toronto Accessibility Advisory Committee requesting a presentation about Wheel-Trans service, Family of Services, and related changes. The following is a summary of the main topics discussed at the June ACAT Subcommittee meetings:

## **Communications Subcommittee**

Sensory notices and the possibility of including notices on platform video screens and on the TTC website.

## **Design Review Subcommittee**

Recommendations for improvements to York University Station were made after accessibility and safety concerns were reported to ACAT earlier this year. Members approved a proposed redesign of the stair handrails, which includes altering the handrails and having an access point at the top of the staircase for cleaning staff. Eglinton Station was also reviewed, specifically the clear width between new metal platform edge screens and the south stairs. There are no current accessibility concerns as customers can walk along both sides of the platform.

## **Service Planning Subcommittee**

TTC fire safety and evacuation protocols. The presentation will be shared with all ACAT members later this year for further discussion. The subcommittee also reviewed dwell times for connecting buses at the surface connection for stations where there is no bus platform.

## **Wheel-Trans Operations Subcommittee**

The procurement of electric buses for Wheel-Trans. This presentation was later shared with all ACAT members for review and feedback. Opening the full ride share service model was supported and updates provided about ongoing customer re-registration efforts and Family of Services trips. Survey results from the 2023 diversion/mode usage survey and 2023 Wheel-Trans customer satisfaction survey were also reviewed.

The following is a summary of the main topics discussed at the July ACAT Subcommittee meetings:

## **Communications Subcommittee**

TTC system map strategy and estimated timelines for the installation of updated maps noting accessible stations were reviewed. Discussions about how to include sensory notices on platform video screens and throughout the system continued. Lastly, the upcoming launch of the mobile application for Wheel-Trans self-booking was reviewed. Riders will be able to use the

app for door-to-door trips and Family of Services. Customers will be able to receive service alerts, book, modify and cancel trips, and use a where is my ride feature.

**Service Planning Subcommittee**

Route changes for Line 6 Humber College were reviewed.

There were no Design Review Subcommittee and Wheel-Trans Operations Subcommittee meetings held in July 2023.

Please refer to the enclosed minutes for further details.

Thank you.

Sincerely,

Anita Dressler  
2023 ACAT Chair

TORONTO TRANSIT COMMISSION  
COMMITTEE MINUTES

APPROVED

Minutes of Meeting: ACAT General Meeting  
Meeting Date: Thursday, June 29, 2023  
1:00 p.m. to 3:30 p.m.

Location: Virtual meeting via WebEx

Present: Anita Dressler, ACAT Chair  
Gwyneth Dalzell, ACAT Co-Vice Chair  
Erica Tanny, ACAT Co-Vice Chair  
Lauri Sue Robertson, WTOS Chair  
Craig Nicol, DRS Chair  
Bobbi Moore  
Frank Lockhart  
Maria Marin, CS Chair  
Lavarnan Mehavarnan  
Betty Rivington-Law  
Howard Wax, SPS Chair  
Wangari Muriuki  
Tammy Adams, Pool Member  
Jason Osborne, Pool Member  
Nic Paterson, Pool Member

Regrets: Mei Hung  
Valdo Tammark

TTC Representatives: Michael Atlas, General Counsel  
Keisha Campbell, Chief of Diversity and Culture  
Gary Downie, Chief Capital Officer  
Josie LaVita, Chief Financial Officer  
Cameron Penman, Head of Wheel-Trans  
Heather Brown, Director of Customer Experience  
Loris Dametto, Senior Program Manager, Wheel-Trans and  
City Bus Procurement  
Matt Hagg, Manager of Customer Policy, Strategy &  
Foresight  
Lodon Hassan, Divisional Manager of Customer Service,  
Wheel-Trans  
David Lo Presti, Manager, Contracted Taxi Services, Wheel-  
Trans  
Dean Milton, Manager of Strategic Initiatives, Wheel-Trans  
Ike Onuoha, Program Manager, Wheel-Trans Procurement  
Ross Visconti, Wheel-Trans Project Manager  
Levenson Lincoln, Assistant Manager of Customer Service,  
Wheel-Trans

Michele Edwards, Project Coordinator  
Sneha Madhuri, Communications Advisor, Corporate  
Communications  
Adrienne Isaac, Administrative Assistant, Wheel-Trans

Invited Guest: Sam Savona

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
  - a. Sam Savona remarks
- 7/ Review and Approval of May 25, 2023, Minutes
- 8/ Outstanding Items
- 9/ Deputation: Nil
- 10/ Review of Correspondence: Nil
- 11/ Wheel-Trans Transformation & COVID-19 update from Cameron Penman
- 12/ Electric Wheel-Trans Buses – Loris Dametto
- 13/ ACAT Meeting Times
- 14/ Subcommittee Reports, Highlights and Updates
  - Communications
  - Design Review
  - Service Planning
  - Wheel-Trans Operations
- 15/ Other/New Business
  - a. Wheel-Trans Appeals Location Update
- 16/ Next Meeting – July 27, 2023

1. Call to Order/Attendance

Anita Dressler, ACAT Chair, called the meeting to order at 1:06 p.m. and welcomed attendees.

Levenson Lincoln, Assistant Manager of Wheel-Trans Customer Service, reminded all attendees that only ACAT members and invited TTC staff may participate in the discussion. Members of the public and ACAT pool members are observers only.

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, Bobbi Moore seconded. Carried.

5. Remarks from TTC Executive

Keisha Campbell, Chief of Diversity and Culture, thanked ACAT members for their feedback and guidance in helping to move things forward. She discussed the second diversity and cultural report that was released on June 12, 2023 and invited ACAT members to review the report. The report provided highlights about how the TTC is supporting customer accessibility and diversity and also employee representation. Keisha noted that employee representation of persons with disabilities has improved from 1.3% to 2%. The TTC looks at the experience of customers and also representation from an employee perspective. TTC has also been working on reviewing how accessible spaces are for employees and customers. Keisha shared that the annual accessibility report and Wheel-Trans report will be available at the July TTC Board Meeting. The reports will highlight how things have progressed as well as the progress made based on feedback received at last year's Public Forum on Accessible Transit.

Questions and Comments from the Committee

Nil.

6. Remarks from ACAT Chair

The ACAT Chair paid tribute a former ACAT member, Sam Savona, on his championing of accessible travel for people with disabilities serving six terms on ACAT, and thanked him for his years of dedicated work. She read a letter from the Deputy Mayor Jennifer McKelvie, the TTC CEO and the TTC Chair, Councillor Burnside, along with a letter from

another former ACAT member.

Cameron Penman, Head of Wheel-Trans, acknowledged Sam Savona's contributions and thanked him on behalf of the TTC.

#### Questions and Comments from the Committee

A member also congratulated the former ACAT member and thanked him for his years of friendship.

#### 7. Review and Approval of May 25, 2023, Minutes

Betty Rivington-Law brought a motion to approve the May 25, 2023 minutes as presented, Howard Wax seconded. Carried.

#### 8. Outstanding Items

The ACAT Chair provided an update on the following outstanding items:

##### a) Scarborough Centre Station Motion

This item is pending and there should be updates in the Q3 2023.

##### b) Recommendation for Honorarium

This is ongoing and an update will be provided at a future meeting.

#### Questions and Comments from the Committee

Nil.

#### 9. Deputation

Nil.

#### 10. Review of Correspondence

Nil.

#### 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 Automatic Vehicle Locator (AVL) system, which provides vehicles with vehicle tracking. Wheel-Trans anticipates that the procurement steps will begin before the end of 2023. Steps are also being taken to secure a contract to implement a new Interactive Voice Response (IVR) phone system.

Cameron Penman discussed the ongoing re-registration of legacy customers and advised letters have gone out to 1000 Wheel-Trans customers, along with reminder letters. The second wave of letters has begun and the Self-booking Website also has reminders to customers about re-registering. He provided an update about the Wheel-Trans vehicle fleet and shared that there are currently 90 7 metre ProMaster buses in service. These buses are more comfortable and are replacing the older 'Friendly' buses. Customer and Operator safety remain a top priority. As of July 2, 2023 partition barriers will be removed from accessible taxis and sedans and passengers will be allowed to use the front seat of these vehicles. The mandatory masks/face coverings policy, where medically possible, continues on all Wheel-Trans vehicles.

### Questions and Comments from the Committee

A member asked if a human rights complaint regarding the legality of the re-registration had reached the TTC. Cameron Penman stated that there has been media coverage about the topic of re-registration recently and confirmed that nothing has been provided to the TTC yet and he did not know if anything was filed.

### 12. Electric Wheel-Trans Buses

A presentation about electric Wheel-Trans vehicles was previously circulated to ACAT members for review. The ACAT Chair asked if members had any questions.

A member commented that the contract for the purchase of conventional buses had gone to Nova and asked if Nova had been approached about providing the Wheel-Trans buses. Loris Dametto, Senior Project Manager, Vehicle Programs, explained that Nova and New Flyer will be providing conventional buses but neither company can provide smaller vehicles required by the TTC.

A member noted that the presentation mentioned six companies expressed interest in the Wheel-Trans contract but none of the companies have a vehicle that meets all the requirements. The member asked if the companies are being asked to provide new designs. Loris Dametto confirmed that most vehicles do not currently offer a rear ramp but that the TTC will not deviate from the requirements and vendors are aware. The TTC does not expect to procure the bulk of the Wheel-Trans buses prior to 2028 so a ramp solution should be established by then.

A member commented that some of the designs feature two side doors. Loris Dametto commented about one vehicle that has a rear ramp however the vehicle appears to be too small for Wheel-Trans requirements. The reason for the pilot vehicles is to learn more about the electric vehicle platform, how it operates in TTC's environment and apply any lessons learned to bulk procurements. Loris noted that rear ramp uses will be evaluated over the course of the two year pilot study. He further noted that the reason for vehicles not having rear ramps typically is that battery packs are located in the rear of the bus.



A member asked about the lifespan of the new vehicles as opposed to the older ones. Loris Dametto stated that one of the new proposed pilot vehicles has a lifespan of 12 years. The current 6 metre and 7 metre buses have a lifespan of six to seven years. TTC will also review what overhaul might be required at the mid-life time to ensure they are reliable and available.

A member suggested more research should be done regarding the rear ramp and questioned if it was cost efficient to purchase pilot buses that the TTC has no intention of using in the future. Loris Dametto explained that the pilot vehicles will be used every day and will be used as tools to learn what works for the TTC and what needs to be improved from the perspective of the Operator and customers. The intention of the two-year pilot study is to learn from the vehicles to inform future bulk procurements and to also publish the findings for the broader paratransit community.

A member suggested that the TTC consider having doors on both sides of the bus as letting people off on one-way streets would be safer as the customer can exit from either side. Loris Dametto commented that side and rear ramps on Wheel-Trans vehicles has been a longstanding requirement through ACAT and TTC intends to keep these options but will also review the option of having an exit door on both sides of the vehicle. In order to electrify the Wheel-Trans fleet by 2040, which is the requirement of the City of Toronto, TTC would like to start the process of procuring pilot electric vehicles. Loris confirmed that the pilot vehicles would have two exits even if there is no rear ramp and that customer safety will not be compromised.

Anita Dressler brought the following motion:

ACAT moves to approve the PowerPoint information and presentation to approve electric buses as presented.

Howard Wax seconded. Carried.

The vote was 2 abstain, 1 opposed and 6 in favour.

### 13. Meeting Time Motion

At the last ACAT General meeting, the motion about ACAT meeting times was seconded inadvertently by a pool member and requires re-approval. Anita Dressler brought the following motion:

ACAT brings the subject of ACAT meeting times to a close for 2023. Furthermore, candidates being interviewed for the 2024 ACAT year will be asked their preferred meeting times if they could choose. Answers will be recorded by TTC staff and if ACAT requests the information in the future to further consider this issue, this information will be provided to ACAT members.

Anita Dressler brought the motion. Lauri Sue Robertson seconded. Carried.

The vote was 1 abstain, 9 in favour

#### 14. Subcommittee Reports, Highlights and Updates:

##### Communications Subcommittee (CS)

Maria Marin, CS Chair, provided a summary of the Communications Subcommittee Meeting held on June 1, 2023.

The Wheel-Trans Access Newsletter was reviewed. The Subcommittee discussed the potential for sensory notices to be included on platform video screens and having sensory alerts on the TTC website. This initiative is being worked on by the Customer Communications and Digital Communications teams.

The next Communications Subcommittee meeting is scheduled for July 6, 2023 at 1 p.m.

##### CS Meeting Highlights:

- Review of the Wheel-Trans Access Newsletter.
- Potential for sensory notices on platform video screens and TTC website

##### Questions and Comments from the Committee

A member asked for clarification about sensory alerts on websites. A member explained that as customers are notified of physical accessibility alerts, there would also be alerts to let customers know about stations that may be impacted by sensory issues, such as construction noise.

A member asked about the status of Line 5 stop announcements. Heather Brown, Director of Customer Experience, explained that TTC staff are waiting for direction and for a meeting to be scheduled.

##### Design Review Subcommittee (DRS)

Craig Nicol, DRS Chair, discussed the items reviewed at the DRS meeting held on June 13, 2023. The York University stair handrail has been redesigned by TTC architects, altering the right and left stair handrails that are not perpendicular to the stair risers. This work is expected to be completed later this year.

An update was provided about bus door chimes on the Nova and NewFlyer bus purchases. The back door of the new buses would chime when someone is leaving the bus to alert to the doors closing. The Subcommittee suggested that customers should be able to hear the chimes outside the bus as well. The Subcommittee was updated about the Scarborough Centre Station plans. Designs have not been presented to the Subcommittee yet but attempts are being made to improve accessibility to bus platforms and possibly eliminate one of the elevator transfers so that customers do not have to

transfer between as many elevators to access the subway platform. The Subcommittee also suggested having one escalator so people do not need to transfer levels.

The Subcommittee reviewed Eglinton Station and determined there is no accessibility issue as both sides are open on either side of the stairs. The Subcommittee also discussed the power doors that seem to be frequently out of service at Yonge-Sheppard Shopping Centre, which connects to Sheppard Subway Station. The Subcommittee discussed who might be responsible for the maintenance of the third-party doors and whether clear direction could be given and specific clauses included in negotiations for future stations that have third party entrances.

The next DRS meeting is scheduled for July 11, 2023 at 1:30 p.m.

#### DRS Meeting Highlights:

- York University stair handrail update
- Door chimes on new Nova and NewFlyer buses
- Scarborough Centre Station design update
- Accessibility of Eglinton Station
- Yonge-Sheppard Centre power doors

#### Service Planning Subcommittee (SPS)

Howard Wax, SPS Chair, presented about the SPS meeting held June 6, 2023. A fire safety presentation was made detailing evacuation protocols. The presentation will be presented at a future ACAT General Meeting. Metrolinx staff also observed the presentation. Line 5 plans are expected to be presented to the Subcommittee in the future by Metrolinx so that ACAT knows how Metrolinx intends to incorporate the TTC safety plans. The Subcommittee also reviewed dwell times for connecting buses at the surface connection for stations where there is no bus platform.

The next meeting is scheduled for July 4, 2023.

#### Questions and Comments from the Committee:

The ACAT Chair suggested having the fire safety presentation deferred to the September ACAT General Meeting.

#### SPS Meeting Highlights:

- Emergency Management and Fire Safety protocols
- Bus dwell times mid-route

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

Lauri Sue Robertson, WTOS Chair, discussed the topics reviewed at the WTOS meeting held on June 14, 2023.

Opening the full ride share service model was discussed and the Subcommittee was asked to support suggested changes. An update was provided about the re-registration efforts for legacy customers. A presentation was made about the procurement of new electric buses for the future. This presentation was later shared with all ACAT members for review and feedback as well. Lastly, the Subcommittee was updated about Family of Service trips and survey results from the diversion mode usage survey.

The next WTOS meeting is scheduled for July 12, 2023 at 1 p.m.

#### Questions and Comments from the Committee:

A member asked whether partition barriers were being removed from all vehicles. Cameron Penman advised barriers will be removed from all accessible taxis and sedans only.

#### WTOS Meeting Highlights:

- Full ride share model resumption
- Customer re-registration update
- Procurement of new Wheel-Trans electric buses

The next WTOS meeting is scheduled for July 12, 2023 at 1 p.m.

#### 15. Other/New Business

- a. Wheel-Trans Appeal Location Update
- b. Signage at Kennedy Station
- c. TAAC motion

##### a. Wheel-Trans Appeal Location

The ACAT Chair provide an update about Wheel-Trans appeal locations. She will be doing a site visit with the Wheel-Trans Assistant Manager of Customer Service to review and ensure accessibility on a proposed interim location for appeals.

#### Questions and Comments from the Committee:

A member suggested that it is important to ensure a location is not just accessible inside but also accessible by regular transit. The ACAT Chair suggested that door-to-door service is allowed for people attending the appeal panel.

##### b. Kennedy Station Signage

A member suggested that the directional signs at Kennedy Station need to be clear, specifically about how to get to Yonge. Heather Brown will review this with the Wayfinding Department and see how improvements can be made.

### Questions and Comments from the Committee:

A member suggested signs at the front of buses should have the destination displayed not just the route number. The member also suggested that the Wheel-Trans appeal location should also consider the proximity to a TTC stop.

#### c. TAAC Motion

A member discussed a motion that was brought by the Toronto Accessibility Advisory Committee at their last meeting. The motion was for City Council to request that the TTC board requests that the TTC CEO arranges a presentation about service changes being made to Wheel-Trans service, including the rationale for the changes, details about how people with disabilities were consulted in the proposed changes, the status of the re-registration process and FOS cost savings details.

### Questions and Comments from the Committee:

Cameron Penman advised that TTC staff are working on the request internally and that some steps are required in terms of the TTC Board first.

The ACAT Chair asked for a copy of the motion to be provided to her.

#### 16. Next Meeting

The next ACAT General Meeting is scheduled for July 27, 2023 at 1:00 p.m.

#### 17. Adjournment

The meeting was adjourned on a motion by Betty Rivington-Law at 2:31 p.m.

Cindy Edwards  
Recording Secretary

TORONTO TRANSIT COMMISSION  
COMMITTEE MINUTES

APPROVED

Minutes of Meeting: ACAT General Meeting  
Meeting Date: Thursday, July 27, 2023  
1:00 p.m. to 3:30 p.m.

Location: Virtual meeting via WebEx

Present: Anita Dressler, ACAT Chair  
Gwyneth Dalzell, ACAT Co-Vice Chair  
Erica Tanny, ACAT Co-Vice Chair  
Lauri Sue Robertson, WTOS Chair  
Craig Nicol, DRS Chair  
Bobbi Moore  
Frank Lockhart  
Maria Marin, CS Chair  
Betty Rivington-Law  
Howard Wax, SPS Chair  
Wangari Muriuki  
Mei Hung  
Valdo Tammark  
Jason Osborne, Pool Member  
Nic Paterson, Pool Member

Regrets: Lavarnan Mehavarnan  
Tammy Adams, Pool Member

TTC Representatives: Fort Monaco, Chief of Operations and Infrastructure  
Heather Brown, Director of Customer Experience  
Lodon Hassan, Divisional Manager of Customer Service,  
Wheel-Trans  
David Lo Presti, Manager, Contracted Taxi Services, Wheel-  
Trans  
Dean Milton, Manager of Strategic Initiatives, Wheel-Trans  
Levenson Lincoln, Assistant Manager of Customer Service,  
Wheel-Trans  
Adrian Gundy, Corporate Communications  
Jeff Short, Senior Accessibility Planner  
Omar Jabbar, Project Manager, Wheel-Trans  
Warren Rupnarain, Accessibility Consultant  
Michael Puplett, Head of Transit Control  
Sneha Madhuri, Communications Advisor, Corporate  
Communications  
Adrienne Isaac, Administrative Assistant, Wheel-Trans  
Oma Okolocha, Human Rights and Investigations

Invited Guests:

Joanne De Laurentiis, TTC Vice-Chair

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 June 29, 2023 Minutes
- 8/ Outstanding Items
  - a. Honoraria Review Update – September update
- 9/ Deputation: Nil
- 10/ Review of Correspondence:
  - a. Kipling Station Wheel-Trans stop
- 11/ Wheel-Trans Transformation & COVID-19 update from Dean Milton
- 12/ Subcommittee Reports, Highlights and Updates
  - Communications
  - Design Review (no meeting July 2023)
  - Service Planning
  - Wheel-Trans Operations (no meeting July 2023)
- 13/ Other/New Business
- 14/ Next Meeting – August 31, 2023
- 15/ Adjournment



### 1. Call to Order/Attendance

Anita Dressler, ACAT Chair, called the meeting to order at 1:02 p.m. and welcomed attendees.

Levenson Lincoln, Assistant Manager of Wheel-Trans Customer Service, took attendance.

### 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, Betty Rivington-Law seconded. Carried.

### 5. Remarks from TTC Executive – Fort Monaco

Fort Monaco, Chief of Operations and Infrastructure, gave a presentation on the ongoing efforts of the projects being worked on by the infrastructure team, with input from ACAT. He noted that the escalator availability has been tracking slightly below the targeted rate of 97% but TTC staff are working hard to improve repair timelines. Namely the St. Andrew Station escalators had experienced significant water damage in January due to a severe flooding situation, which took more time to repair than expected given the extent of the damage to the escalator controllers. The escalators were brought back into service on July 7, 2023. He noted there are some other escalators that are out due to station construction and modernization efforts. The elevator availability has been tracking slightly above the targeted 98%.

Fort Monaco discussed ongoing projects, which included automatic door rehabilitation being carried out by a contractor, which should provide a usage life of five to seven years. A station stair rebuild project is also ongoing, which is being done by TTC staff, extending the expected life of the stairs by an additional 25 to 50 years, depending on the location. The final infrastructure project discussed was the replacement of terrazzo flooring, which was required as a result of flooring damage caused by the replacement of the old fare gates with the new PRESTO gates. Fort further provided an update on the ongoing work on the platform edge tiles and gap remediation work at various stations and included photos shown of some of the work that has been completed.

Fort also updated the ACAT committee on the April 2022 recommendation to remove the platform shelters on the northbound platform at Davisville Station. This work was

completed in April 2023, creating a wider, more accessible platform for customers. Lastly, Fort updated the committee on the ACAT recommendation to review whether the York University handrail could be converted into a continuous outer handrail and advised that a solution has been developed and agreed to by ACAT, with construction scheduled to start in Q1 2024. Fort also confirmed that the TTC intends to conduct more frequent testing on both the Passenger Assistance Intercom (PAI) and the Public Address (PA) systems and will have further updates at the September Board meeting.

### Questions and Comments from the Committee

A member asked about the escalators that are out of service at Donlands Station and specifically why they are out of service when they are not close to the construction area. Fort Monaco explained that this is sometimes done when construction materials or staging area may be in close proximity of the construction zone and is a requirement of the Technical Standards and Safety Authority to allow for a “safe zone” for accessibility. In general, Fort suggested that the specific scenario at Donlands may be required given that the construction requires excavation underneath a portion of the existing stairwell, reducing the stairwell’s width. In such circumstances, it may have been decided by TTC stations staff that shutting down the elevator to permit for use exclusively as a stairwell best serves the needs of all customers but could not be certain. The member commented that having the impacted escalator back in service would help the pedestrian flow of traffic. Fort Monaco will reach out to the team and confirm after the meeting why this escalator is taken out of service. Jeff Short, Senior Accessibility Planner, will coordinate with the teams responsible.

A member noted that there is a systemic issue with the grey stairs and the chrome handrails are difficult to see as there is no contrasting colours. They suggested considering using blue, red or yellow. Jeff Short commented that there is contrasting yellow and black colour at the top and bottom of the stairs and asked for clarification on whether there should be more on the stairs or handrail. The member stated that colour should be put intermittently or along the full handrail in case someone has to let go of the rail part way down.

### 6. Remarks from ACAT Chair

The ACAT Chair, Anita Dressler, reflected on the great work done by ACAT over the last seven months. Some of the work included reviews of electric buses, evacuation procedures, Davisville platform issues, York University Station and identifying issues with handrails. For accessibility highlighting communication concerns, ramps on buses, Wheel-Trans vehicles and accessible vehicles, PRESTO card, Metrolinx and TTC initiatives, bus routes, Wheel-Trans appeals, re-registration to meet AODA requirements, accessible stations, operator training, COVID issues post-pandemic and ride sharing, support cards, travel training, Wheel-Trans stops and landmarks, bus shelters, newsletters, TTC announcements, the Scarborough Centre Station motion, along with other items.

She noted that the diligent work done by ACAT members, the subcommittees and TTC

staff make a positive impact on improving a system that helps all citizens and visitors to the City of Toronto. The team has another five months to go with lots more work to be done.

#### 7. Review and Approval of June 29, 2023 Minutes

Lauri Sue Robertson brought a motion to approve the June 29, 2023 minutes as presented, Howard Wax seconded. Carried.

#### 8. Outstanding Items

The ACAT Chair provided an update on the following outstanding items:

##### a) Recommendation for Honorarium

There will be an update at the September meeting.

##### b) Scarborough Centre Station Motion

A member stated that he was at a meeting recently with the Metrolinx Design Advisory Panel and that ACAT's recommendations regarding the elevator access on two of the stations, Scarborough Centre and Sheppard East, are being considered.

#### 9. Deputation

Nil.

#### 10. Review of Correspondence

##### a) Kipling Station Wheel-Trans Stop

The ACAT Chair referred the correspondence to the Wheel-Trans Operations Subcommittee meeting for review and discussion.

#### 11. Wheel-Trans Transformation & COVID-19 update from Dean Milton

Dean Milton, Manager of Strategic Initiatives, Wheel-Trans provided the update on behalf of Cameron Penman. He discussed the new pilot for the Family of Services, which will run from August 27 to September 30. TTC staff are looking for at least 20 volunteers and Dean encouraged members to register for the pilot. He provided an update about the reregistration of customers who registered for Wheel-Trans prior to January 1, 2017. YTD 2023, 2,600 customers have re-registered and 8,300 remain. The communication efforts include personal letters, a banner flag on the Self-booking Website when a customer logs in, posters in vehicles, and notifications in the newsletters and vehicles. ACAT members were reminded this is being done to ensure that all customers are categorized into one of the three AODA mandated eligibility categories.

Dean Milton explained that a temporary location for the customer appeals has been found at 3250 Bloor Street West at Islington. Some suggestions by the TTC Chair for improved signage at this location are underway.

Wheel-Trans continues to add 7m ProMaster vehicles to their fleet, replacing the older Friendly buses. There are now 92 of the newer, more comfortable buses in service. The roll out of the mobile app, which was planned for the end of July or early August is delayed due to an outstanding defect within the android version. The IT department will advise as to when the issue is resolved. A new version of the android is currently being tested. The launch of the mobile app to all customers is planned for some time in August. Wheel-Trans is in the initial stages of working with the procurement group to develop a Request for Information for the AVL system upgrade. Internal discussions continue regarding phase 5 to 8 of the reservations, scheduling and dispatch software. The path forward is being finalized and ACAT will be updated in the future.

Front seat usage in Sedans and Accessible Taxis is now available on a first come first serve basis to allow for the accommodation of more customers. The removal of partition barriers is ongoing and will improve air flow in vehicles. Full ride sharing has resumed and the mandatory masking policy, where medically possible, continues and will be discussed at the WTOS meeting in August.

#### Questions and Comments from the Committee

A member asked about accommodating the schedules of customers who work during the day and are required to be assessed after re-registering. Levenson Lincoln, Assistant Manager of Customer Service, confirmed that TTC staff work around the customer's schedule to make it convenient for them to attend.

A member stated that they were on Lawrence East recently and noticed that some of the poles with a shared FOS stop have been damaged. The member will send information on the particular stops if they are back on Lawrence and notice them. They believe that one is near Lawrence and Bellamy.

A member commented that there is also damage to the stop at Eglinton and Pharmacy, which appeared to be a stop that was no longer serviced, although the bus did stop and pick up passengers. This information will also be passed along.

A member asked for clarification regarding the procurement of the electric vehicles for the upcoming pilot project, stating that some members were wondering why the TTC would be using the pilot vehicles without the second exit. The member asked if it was to learn about the operating characteristics along with how to integrate electric vehicles into the system. Dean Milton will forward to the Manager of Planning and Policy at Wheel-Trans for clarification.

A member stated that on the conventional system, often wheelchairs are not secured and suggested retraining or reminding bus drivers that this needs to be done. Dean Milton

confirmed that this was part of the Operator training and suggested that a reminder to the bus divisions could be sent to ensure that Operators are following proper procedures.

A member noted that there is a temporary conventional bus stop at Bathurst and Sheppard, north on the west side that is well used and should be considered to be kept as a permanent stop. This feedback will be taken back.

## 12. Subcommittee Reports, Highlights and Updates:

### Communications Subcommittee (CS)

Maria Marin, CS Chair, provided a summary of the Communications Subcommittee Meeting held on July 6, 2023 through Microsoft Teams. The CS Chair read out the outstanding items.

There were no updates on the first item: Status of signage for Line 5 alternative routes for accessibility when elevators and/or escalators are down.

On the second item, the TTC system map strategy 2023/24, Alex Blackwell, Wayfinding and Signage Coordinator, provided an update. He explained that updated maps for the vehicles have been printed up to and including Lansdowne Station becoming accessible. The maps are being installed in vehicles. He noted that the system wide change for all accessible stations will be done in November 2023, after Line 3 is decommissioned, to include this, along with all the accessible stations.

On the third item, sensory notice on Platform Video Screens and/or other places in the system, Heather Brown, Director of Customer Experience, will be working on this with the Digital Communications team and will provide an update at the September 7, 2023 CS meeting.

Sneha Madhuri, Communications Advisor, presented on the mobile application for Wheel-Trans self-booking. The tentative launch date is July 31, 2023. Wheel-Trans staff are working with Google and Apple to roll out the app for IOS and Android. Highlights of the presentation included the ability for riders to use the app for both door-to-door trips and Family of Services. Customers will also be able to receive service alerts, use a where is my ride feature, and book and modify or cancel trips.

The item, TTC Website, was removed as a standing item. Updates on the website will be communicated to the Subcommittee.

The next Communications Subcommittee meeting is scheduled for August 3, 2023 at 1:00 p.m.

### CS Meeting Highlights:

- Mobile Application for Wheel-Trans self-booking launch

### Design Review Subcommittee (DRS)

There was no Design Review Subcommittee meeting in July. The next Design Review Subcommittee meeting will be August 8, 2023.

### Service Planning Subcommittee (SPS)

Howard Wax, SPS Chair, presented about the SPS meeting held July 4, 2023. Route changes for Line 6, with a focus on Humber College was discussed.

The next SPS meeting is scheduled for August 1, 2023 at 1:30 p.m.

#### SPS Meeting Highlights:

- Line 6 Humber College route changes

### Wheel-Trans Operations Subcommittee (WTOS)

There was no Wheel-Trans Operations Subcommittee meeting in July. The next WTOS meeting is scheduled for August 9, 2023, at 1 p.m.

## 13. Other/New Business

### a) Electric Vehicle Procurement

A member suggested that ACAT should revisit the decision made to purchase the electric vehicles for the pilot project as dangers that might result from the battery, for examples fires, were not reviewed and the member suggested it is not safe without the second exit. Levenson Lincoln noted that the concern regarding the electric vehicle procurement will be sent to the WTOS meeting and added to the agenda for discussion at a future meeting.

### b) SRT - Derailment

A member suggested that ACAT should discuss the recent derailment of the Line 3 Scarborough and the situation with the shuttle buses as well as what might be done if service resumes or does not resume before the November decommissioning. Heather Brown stated that there are ongoing discussions regarding all of this, including the current shuttle buses, and what might be done in either case. The investigation is ongoing and TTC staff are working diligently to find solutions. The ACAT Chair assigned this topic to the Service Planning Subcommittee for discussion.

### c) Metrolinx and Ottawa Transit Issues

The ACAT Co-Vice Chair discussed issues that OC Transpo (Ottawa) has been having with vehicles provided on their LRT, which are similar to the ones being used for the new Line 5. She suggested liaising with Metrolinx to ensure that these issues are not experienced in Toronto with the new Line 5.

d) Ramps on new Vehicles

A member noted that their wheelchair almost tipped over and suggested that Operators be reminded to hold the back of chairs when they are using the ramp as not all drivers are doing this. This could avoid an injury of a customer or an operator. Levenson Lincoln noted that he will reach out to TTC staff about reminding Operators to hold the back of wheelchairs.

e) Fire Safety and Emergency Presentation

A member discussed the presentation given at the Service Planning Subcommittee meeting. Jeff Short confirmed the presentation will be shared with ACAT members in advance of the next ACAT General Meeting and will be discussed at the next ACAT General Meeting.

f) Interim Location for Appeals

The ACAT Chair noted that when looking for a permanent location for appeals two locations are being scouted, one east of Yonge Street and one west of Yonge Street, to make it easier for people. TTC staff and the ACAT Executive will ensure that any location is fully accessible and a member of the ACAT Executive will attend a site visit.

Joanne De Laurentiis, TTC Vice-Chair, suggested that not everyone absorbs information the same way and that providing some of the information to drivers or customers might be better with the options of listening or video.

Questions and Comments from the Committee:

A member noted that the signage in the new appeals location was lacking. Levenson Lincoln advised each customer that was attending the site was contacted to ensure they knew which floor to go to until signs could be posted. Also, as the subway stop is not accessible, each person attending is offered door-to-door service to ensure they can get to the site.

A member commented that the issue seems to be the decision-making process on which location is accessible and that they should be looking at everything. The ACAT Chair confirmed that all aspects of the location are being considered.

A member commented that one of the issues appears to be the decision-making process when choosing a location for the appeals. This new location is a quick fix to ensure that the appeals committee is accessible. There will be a presentation at the August WTOS

meeting about a number of issues, including the appeals process and panel in general, and all members were encouraged to attend the next WTOS meeting. A further separate meeting could be held to discuss this issue, and results can be taken to the ACAT General meeting for discussion and review. Levenson Lincoln suggested that the presentation be moved to the September WTOS meeting as Cameron Penman will be away and would like to participate. The ACAT Co-Vice Chair who will making the presentation agreed to the presentation being moved to September if necessary.

#### 14. Next Meeting

The next ACAT General Meeting is scheduled for August 31, 2023, at 1:00 p.m.

#### 15. Adjournment

The meeting was adjourned on a motion by Betty Rivington-Law at 2:30 p.m.

Cindy Edwards  
Recording Secretary