



Advisory Committee on Accessible Transit

October 30, 2024

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 September 26, 2024 to the December 3, 2024 Board Meeting for information. During the September meeting, Greg Percy, Interim CEO, met the committee and spoke about his commitment to accessibility; provided updates on Wheel-Trans' Electric Vehicle Request for Proposal (RFP) Pilot vehicles are expected to be delivered by the end of 2026 and results of the Public Consultations about the Wheel-Trans Service Model were discussed. There has been an update to the ACAT Honorarium, which will be implemented in 2025. Discussions about adding a non-Toronto resident to ACAT continued.

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

Communications Subcommittee

- Transit Control staff gave members a presentation on TTC's Life Line, providing customers with information regarding elevator disruptions at TTC stations. The line also includes information on select non-TTC elevators.
- Staff shared Wheel-Trans' comprehensive plan for trips using FOS in the event that elevators or escalators are out of service. A status update on how to connect buses, streetcars, and stations with the most updated information will be shared at the next meeting.

Design Review Subcommittee

Design Review Subcommittee Meeting did not take place in September.

Service Planning Subcommittee

- Special Constables provided a presentation on the overview of procedures for staff training for stations and Special Constables staff dealing with unhoused individuals along the barrier free path in stations. 35 new Special Constables are waiting to be sworn in, once training is complete.
- TTC staff have been in contact with several organizations to assist unhoused individuals, especially as the colder weather begins.
- ACAT members reminded everyone to be mindful of the language they use as homelessness is an epidemic in our City.
- AECON staff attended the meeting to explain options in relocating the Access Hub Shelter at Jane and Eglinton.
- Service Planning staff provided a list of proposed subway connections that would provide accessibility to stations without an elevator.
- A new bus route, Route 149, will be implemented that would access High Park station and Islington station on Line 2. The buses are expected to operate every 20-30 minutes between Kipling and High Park.

Wheel-Trans Operations Subcommittee

- Wheel-Trans staff continue to work with Toronto General Hospital as rides and trips have been redirected to the Gerard Street entrance.
- Adjustments to the Extended Trip Windows have been made as a result from takebacks from the Public Consultations. Wheel-Trans will implement the new parameters by the end of the

month. This will allow customers to book within 30 minutes of their requested arrival or departure time.

- Staff provided an update on the Public Consultations that took place in April. A presentation with the findings will be brought to the September ACAT General Meeting and October TAAC Meeting.

Thank you.

Sincerely,

Anita Dressler
2024 ACAT Chair

TORONTO TRANSIT COMMISSION
COMMITTEE MINUTES

APPROVED

Minutes of Meeting: ACAT General Meeting
Meeting Date: Thursday, September 26, 2024
1:00 p.m. to 3:30 p.m.

Location: Hybrid meeting via Teams

Present: Anita Dressler, ACAT Chair
Betty Rivington-Law, ACAT Co-Vice Chair
Erica Tanny, ACAT Co-Vice Chair
Mei Hung
Debbie Gillespie
Bobbi Moore
Angela Marley
Chau Sheung Wong
Tammy Adams
Lavarnan Mehavarnan
Maria Marin
Howard Wax
Frank Lockhart

Pool Members Paul Manna
Oda Al-Anizi
Roberta Butler

Regrets Wangari Muriuki
Lori Bailey
Michelle Pena Escobar

TTC Representatives: Greg Percy, Interim CEO
Bruce Macgregor, Deputy CEO
Cameron Penman, Head, Wheel-Trans
Dean Milton, Manager, Strategic Initiatives, Wheel-Trans
Heather Brown, Director, Customer Experience, Marketing
and Customer Experience
Levenson Lincoln, Assistant Manager, Wheel-Trans
Jeff Short, Senior Planner, Strategy & Foresight
John Boucher, Manager, Vehicle Maintenance, Lakeshore
Garage
Natalie Francis, Manager, Planning and Policy, Wheel-Trans
Shima Eghanian, Operations Manager, Streetcar
Maintenance
Ike Onuoha, Program Manager, Vehicle Programs

David LoPresti, Manager, Contracted Taxi Services, Wheel-Trans

Michelle Edwards, Project Coordinator, Vehicle Programs

Alexandra Nicastro, Administrative Assistant, Wheel-Trans

Sneha Madhuri, Communications Advisor, Corporate Communications

Ross Visconti, Project Manager, Wheel-Trans

Warren Rupnarain, Accessibility Consultant, Diversity

Omar Jabbar, Project Manager, Wheel-Trans

Loris Dametto, Senior Project Manager, Vehicles Program

Giancarlo Fiorino, Assistant Manager, Operations, Wheel-Trans

Adrienne Isaac, Administrative Assistant, Wheel-Trans

Lodon Hassan, Divisional Manager, Customer Service, Wheel-Trans

Chrisanne Finnerty, Director, Commission Services

Matt Hagg, Manager, Customer Policy and Planning, Strategy & Foresight

Rohan Sinha, Human Rights & Investigations

Mohammed Shaikh, Divisional Manager, Operations, Wheel-Trans

Items Discussed

- 1/ Call to Order / Attendance
- 2/ Land Acknowledgement
- 3/ Declaration of Conflict of Interest
- 4/ Approval of Agenda
- 5/ Review and Approval of August 29, 2024 Minutes
- 6/ Remarks from TTC Executive
- 7/ Remarks from ACAT Chair
- 8/ Wheel-Trans Transformation Update from Cameron Penman
- 9/ Update on Wheel-Trans Electric Vehicle Request For Proposal (RFP) – Loris Dametto
- 10/ Briefing Note – Wheel-Trans Service Model Update – Dean Milton
- 11/ Outstanding Items
 - a. Update on ACAT Honorarium – Cameron Penman
- 12/ Deputation: Nil
- 13/ Review of Correspondence: Nil
- 14/ Subcommittee Reports, Highlights and Updates
 - Communications
 - Design Review
 - Service Planning
 - Wheel-Trans Operations
- 15/ Other/New Business
 - a. GTA Member Review – ACAT Membership
- 16/ Next Meeting – Wednesday, October 30, 2024
- 17/ Adjournment

1. Call to Order/Attendance

Anita Dressler, ACAT Chair, called the meeting to order at 1:05 p.m. Attendance was taken.

2. Land Acknowledgement

A member read the Land Acknowledgement.

3. Declaration of Conflict of Interest

Nil.

4. Approval of Agenda

Motion to approve the agenda as amended: Debbie Gillespie
Seconded: Howard Wax
Carried: Agenda approved.

5. Review and Approval of August 29, 2024 Minutes

Motion to approve the Minutes of August 29, 2024: Bobbi Moore
Seconded: Betty Rivington Law
Carried: Approved.

6. Remarks from TTC Executive – Greg Percy – Interim CEO and Bruce McGregor, Deputy CEO

The Chair welcomed Greg Percy to the meeting and looked forward to working with him.

Greg Percy, Interim CEO gave a bit of his history in the transportation industry, working with GO and Metrolinx and is looking forward to working with ACAT. He commented that ACAT is a provider of knowledge and a serious influence in the industry. He will continue to listen and work closely with ACAT, as he felt that collaboration is the key to success.

Bruce Macgregor, Deputy CEO, spoke on how important it is to say the Advisory Committee on Accessible Transit rather than ACAT to remind TTC staff and community members of the important work of the committee. The TTC learns every day from members of ACAT on their personal experience and values the lived experience of the members. Specifically, the Easier Access Program, which works towards making TTC stations accessible. The stations were constructed prior to anyone thinking about accessibility issues or legislation. The TTC has leveraged

technology to build a better system, including the new app launched last year. He thanked the members for their advice and helping the TTC do a better job to serve everyone.

Questions and Comments

A member commented there are two challenges that they noticed. One is the Family of Services (FOS) and how this has become somewhat contentious. They asked about the two motions that did not pass and the one that did at the recent TTC Board meeting. ACAT advised and feedback was provided during Public Consultations in the Spring, regarding implementation of the FOS. It appears from feedback that the conventional system is not quite ready for FOS to be fully implemented.

The second challenge noted by the member was the ongoing relationship with Metrolinx and that ACAT had been trying for years to get information on Line 5 to provide accessibility information to them. The concern is that when Line 5 opens, there will be challenges as the accessibility standards would be different from the TTC.

The member questioned how they see ACAT's role working with the future situation of Metrolinx, Crosslinx and the TTC. ACAT advises the TTC but some things would not be under their control.

Bruce noted that the FOS is still a work in progress, but they will focus on specific issues and would work on resolutions. They have spent considerable funds to make the conventional system accessible. It is important to have vehicles available for those customers who cannot use the conventional system.

Bruce also commented that at this stage in Line 5, they are focused on training the Operators. In subsequent stages, they would be visiting all stations and stops to ensure there is access in all of them. They will also be providing more staff on opening day to be available to answer questions customers might have. The publicly available information is that Line 5 is expected to open in Q2 or no later than Q3, 2025.

A member asked if ACAT had been invited to see any of the stations. Another member commented they had been to a couple in November 2023 and provided feedback. It was also noted that they are working diligently with the City to provide the script information for the audio messages when APS buttons are activated to cross at the stops, providing information on the travelling direction and destination. Jeff Short, Senior Planner, Strategy & Foresight, also noted that there were visits to a mock up during 2012, which was very early in the process and feedback was provided.

7. Remarks from ACAT Chair

The Chair explained that September had been a busy month, with the TTC's Public Forum on Accessible Transit, interviewing candidates for ACAT 2025 membership, and the Wheel-Trans Family Day, which was enjoyed by many. The subcommittees have also been very busy reviewing important issues. Feedback from the TTC's

Public Forum on Accessible Transit included Operators not enforcing the Priority Seating rules, scheduling, Operators being reminded to raise the seats and use securement if asked and other concerns. At the TTC Board Meeting, the ACAT General June and July meeting minutes were approved.

Questions and Comments

Nil.

8. Wheel-Trans Transformation and Update from Cameron Penman

Cameron Penman, Head, Wheel-Trans, gave a short update on the Transformation Program. He thanked everyone for attending the Wheel-Trans Family Day and the TTC's Public Forum on Accessible Transit. Important feedback was shared and they are already taking steps resulting from that feedback.

Staff continues to work towards the new Automatic Vehicle Location (AVL) and Interactive Voice Response (IVR) systems Request for Proposals (RFPs), which are expected to be posted later this year. He noted that they are close to signing the contracts for phases 5-8 of the reservations, scheduling, and dispatch software upgrades, which should also be ready for implementation next year.

The re-registration campaign continues to progress successfully. Approximately 2000 additional legacy customers have re-registered in 2024, reducing the number of legacy customers which still need to re-register to 3,000. Reminder letters have been sent.

One of the comments noted at the TTC's Public Forum for Accessible Transit was regarding the extended trip window provided to customers. Staff have been working diligently and implemented a tighter window to ensure that customers arrive at their destination closer to the requested time. He looked forward to further feedback.

Questions and Comments

A member asked if ACAT could have a presentation on how the scheduling software worked. Cameron will arrange this for a future WTOS meeting and an update to ACAT General.

A member suggested creating a video that could be posted on the website on how to use the app to book trips. Cameron noted he would take this away.

A member asked if Wheel-Trans Customer Service could be available for the same hours as the customer service for the conventional side, as they understood the hours were just extended. Cameron noted they are listening to feedback regarding extended hours for Wheel-Trans Customer Service, and have submitted this with the budget. They will wait for confirmation that it was approved.

9. Update on Wheel-Trans Electric Vehicle Request for Proposal

Loris Dametto, Senior Project Manager, Vehicles Program, provided an update on the electric Wheel-Trans bus procurement. This included a procurement map with a timeline of expected progress, details on the development of the Request for Information (RFI) and RFP for the pilot vehicles and status. He also went through the structure of the RFP and the current position, stage 2 the commercially confidential meetings. Evaluation criteria was provided to give members an idea of which items were weighted more than others. Finally, he noted that all pilot vehicles are expected to be delivered by the end of 2026, along with the future timeline expected for all stages up to the delivery of the pilot vehicles.

Questions and Comments

A member asked if it would be too late to provide feedback when they bring this back to ACAT. Loris explained this was a pilot and ACAT, along with other customers, would be provided time to ride the vehicles and provide feedback.

A member asked if the operators would also be asked for their feedback on the new buses and Loris confirmed there were numerous stakeholders that would be asked to provide feedback. During the next presentation made to the committee, he will provide a summary of what the two year evaluation of the pilot vehicles will entail.

A member asked about the range of service of the electric buses and if this would affect trips. Loris confirmed that they do have a range of about 200 km.

10. Briefing Note – Wheel-Trans Service Model Update

Dean Milton, Manager, Strategic Initiatives, Wheel-Trans, provided an update on the Wheel-Trans service model. In February 2024 **The TTC Board approved the motions tabled by the Toronto Accessibility Advisory Committee, specifically;**

1. Request the Chief Executive Officer to consult with the TTC's Advisory Committee on Accessible Transit and community organizations serving people with disabilities, on ways to improve awareness and education around Wheel-Trans registration as well as identifying potential supports and registration assistance for riders for whom English is a second language or who cannot complete registration forms online.

2. Request the Chief Executive Officer to engage in consultations with the TTC's Advisory Committee on Accessible Transit, people with disabilities and community-based organizations that provide support service for people with disabilities prior to the implementation of the Wheel-Trans Transformation Program elements that would require the use of the Family of Services Program; such consultations will inform any potential changes to the design and implementation of the Program to

address concerns around safety, equity, mitigating impacts of service disruptions within the conventional transit system on Family of Services customers, and the impact of TTC crowding as service demands increase and number of people with accessibility needs grow.

3. Direct the Chief Executive Officer to report back findings to the TTC's Advisory Committee on Accessible Transit and the TTC Board in the second quarter of 2024, and to the Toronto Accessibility Advisory Committee by the third quarter of 2024 and for the Chief Executive Officer to attend the Toronto Accessibility Advisory Committee meeting to address any outstanding concerns.

Dean reported Public Consultations were held on April 16 and April 18, 2024 and a survey was sent to the target audiences.

They noted key findings related to the Family of Services, safety, equity, service disruptions, impact of crowding and Travel Training.

Questions and Comments

A member suggested that this item requires additional attention and made some suggestions. First, to ensure the people being given the presentation understand that FOS stands for Family of Services and is for Wheel-Trans customers using the conventional system for part of their ride.

The member also recommended the section on Summary and Follow-Up to define which items speak to the conventional TTC and which are about Wheel-Trans. It often appears that staff and customers see Wheel-Trans as separate entity of the TTC as opposed to another bus division. Dean will clarify these issues prior to the next presentation.

A member noted that when talking about crowding, this might include Operator interaction with customers. There are times when customers need to interact with the Operator, lifting or lower seats for instance, and it doesn't happen. Passengers are often the ones that are doing this; is this part of the Operator training? Dean noted this is part of operator training. This is one of the procedures the secret shoppers audit would be noting, along with whether Operators are asking customers if they wanted their mobility device to be secured.

A member noted the ongoing internal campaign for Operator education. This item is often discussed at the Communications Subcommittee and whether Operators should be provided with information in advance and be trained to make smart accessibility decisions. For instance, when an elevator is out in a station, the Operator can inform customers in advance so they can adjust their trips accordingly. Dean thanked the member for this feedback and confirmed it was important to provide the Operators with the real-time service disruption information so they could make informed decisions.

A member noted that Operators appear reluctant to leave their seat to assist passengers and asked if there were directives going out to them. Dean confirmed this was part of their training and re-certification training. Operators should also be offering securement, rather than waiting to be asked.

A member commented that in the original motion from TAAC, Rick Leary, as TTC CEO was requested to be at the next meeting. Would the new CEO be attending on behalf of the TTC? Greg Percy, Interim CEO to confirm his attendance.

A member commented on the safety issue raised, and the difficulty some customers that are blind have with locating the button to communicate with the streetcar Operator. It was noted there is likely only one of these two-way buttons, located by the second door. Heather Brown, Director, Customer Experience, Marketing and Customer Experience, confirmed that the description of where to find the button was added to the website after the discussion at the subcommittee meeting. Shima Eghanian, Operations Manager, Streetcar Maintenance, informed the committee that the button is located at the second door. She will check to see if there are more buttons and report back.

A member noted that describing where this button should be the responsibility of the Travel Trainer, and this information could be shared with Orientation and Mobility instructors at the CNIB and other institutions.

11. Outstanding Items

a. Honorarium:

Cameron Penman provided an update on the honorarium and Board Report set to go to the September Board Meeting. He noted that it would be presented in October, one month later than expected, due to an error that was noted in the honorarium granted to members. An update would be provided through the Executive.

A member noted that the Executives and committee are in agreement to provide Pool members with an honorarium, they asked TTC staff about the status of this item. Cameron noted that this is not included in the budget for 2025 but they are open to discussing this for 2026.

12. Deputation

Nil.

13. Review of Correspondence

Nil.

14. Subcommittee Reports, Highlights and Updates:

Communications Subcommittee (CS)

Frank Lockhart, CSC gave a summary of the meeting held September 5, 2024.

Summary Highlights

Jerry Albanese, Operations Coordinator, Transit Control, gave a presentation on the lift line system that is in place and how it works. He noted how they get information, how often the lift line is updated (automatic refresh every four hours and a refresh when new information is input. The updates are time stamped to provide that information to customers.

Dean Milton, Manager, Strategic Initiatives, Wheel-Trans, sent a message regarding the Wheel Trans and Family of Services (FOS) customers and how elevator/escalator outages are dealt with. He noted that they have a comprehensive plan for trips that are planned with Wheel-Trans and FOS to ensure that customers are provided service, even if that changed to door-to-door service, to ensure that all customers are served with accessible options.

The next meeting will be held on October 10, 2024, at 1:00 p.m.

Design Review Subcommittee (DRS)

The DRS did not hold a meeting in September.

The next meeting is scheduled for later in October, date is TBD.

Service Planning Subcommittee (SPS)

Debbie Gillespie, SPS Chair gave the report for the meeting held September 17, 2024.

Summary Highlights

Ed Winger, Assistant Manager, Special Constables, explained that Dundas Station is one of the stations that they watch closely as there are often issues. He noted overnight they have between 2-3 teams patrolling, between 5-9 teams when the subway is open and during larger events as high as 12-15 teams working on the system. There are currently 35 new officers waiting to be sworn in and added to the force. When asked, he confirmed there are currently around 80 officers and they expect a full complement by mid-year 2025 of around 120-130 officers. He clarified the process for reporting, being customers reporting to station staff, who report to Transit Control for determination of services required.

Jasmine Eftekhari, Manager, Service Planning will report back when more information is available for real time information on the Community Bus routes. At the current time this is not possible.

Maritza Sanchez Vizcaino, Traffic and Transit Manager, AECON, provided a presentation on the requirement to move a TTC Access Hub at Jane and Eglinton to allow for a 4-year construction project. It would be moved 4.5 metres north and then moved back when construction is completed.

Kristjan Naelapea, Senior Planner, Transit Services, Service Planning gave a presentation on how the TTC would be providing surface routes to provide access to accessible stations until the stations have the elevators added. He also announced a new route to cope with some of the traffic, route 149 that would be servicing Kipling to High Park on a temporary basis. Jeff Short recommended clear communication to customers to ensure they understand the timing of the bus and clear instructions that it would be a temporary measure until stations could be made accessible.

There will be no meeting in October. The next meeting would be held in November 19, 2024 at 2:00 p.m.

Wheel-Trans Operations Subcommittee (WTOS)

Mei Hung, WTOS Chair, gave the report for the meeting held September 11, 2024.

Summary Highlights

Marco Iorfida, Scheduling and Policy Specialist, Wheel-Trans, provided an update for the stops and landmarks, notably that the Elizabeth Wing at Toronto General Hospital is not being used any longer for pick up and drop off due to safety. It had been moved to the Gerrard Street entrance and will be monitored and results reported back to WTOS.

Ross Visconti, Project Manager, Wheel-Trans, confirmed they have been able to tighten the scheduling and reduce the extended trip default windows to ensure customers are dropped off at their requested time.

The voice issue with the Wheel-Trans Mobile App appears to be an issue with Apple and it has been taken to them to see if they can fix it.

Next Meeting is scheduled for October 9, 2024 at 1:00 p.m.

15. Other/New Business

a. ACAT Applications - 2025

The Chair noted that the selection panel interviewed 14 applicants and will choose 5 ACAT members and 4 pool members shortly.

b. Announcements – Electric Buses

A member noted that the announcements, specifically on electric buses is difficult to hear and suggested this should be taken up by the DRS.

c. GTA Member Review – ACAT Membership

There was a proposal to have one ACAT member from the GTHA that uses the TTC, to provide information on other services and the TTC.

A member noted that they had concerns as ACAT reports to TTC, who reports to Toronto City Council, who is accountable to Toronto taxpayers. The information might be useful, but there are other ways to obtain this information, as anyone can provide a deputation. The TTC also has connections with other agencies in area.

A member agreed with this, also commenting that anyone could provide a deputation if they have something they need to say.

A member agreed, as one additional member would not be able to speak for all other agencies.

The Chair made the final comment, agreeing with the other comments and suggesting a liaison could also provide information from different jurisdictions and provide a monthly report at the General Meeting, information which could also be provided by staff.

The ACAT Executive would prepare a motion to approve at the next ACAT General Meeting.

16. Next Meeting

Next ACAT General Meeting: Wednesday, October 30, 2024 at 1:00 p.m.

17. Adjournment

Meeting adjourned at 3:30 p.m. on a motion by: Betty Rivington-Law.

Cindy Edwards
Recording Secretary