



Advisory Committee on Accessible Transit

June 27, 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 April 25, 2024 and May 30, 2024 to the July 17, 2024 Board Meeting for information. At the April meeting, major takebacks included:

- The approval of all meeting minutes from 2024;
- A memorial and moment of silence took place for a former ACAT member and Executive, Angela Rebeiro, with kind words from many ACAT members;
- A brief overview of Wheel-Trans Public Consultations that took place earlier in April, along with takeaways and issues presented;
- A review of proposed changes to the ACAT Terms of Reference, with members providing suggestions and edits, which will be taken back by TTC staff for review.

During the May meeting:

- ACAT Chair expressed their condolences for Chair Jaye Robinson;
- An update from the Public Consultations was provided to members;
- A deputation was brought to the committee on Wheel-Trans' service animal policy;
- TTC staff provided an update on honouring former ACAT member, Sam Savona scheduled for 2025.

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

Communications Subcommittee

- Proposed signage closure presentation by Wayfinding and Signage asked ACAT members on ways to improve communication around diversions and closures.
- Audio announcements of diversions on buses, providing more notice, announcements on trains to advise customers if the station they are stopping at is barrier free, and better advertisement on long-term closures were some suggestions.

Design Review Subcommittee

- Presentation by Scarborough Transit Connect on the Scarborough Subway Extension (SSE) provided an overview of stations, elevators that have Passenger Assistance Intercom, and other detailed accessibility features.
- Metrolinx spoke to the universal designs of the stations.
- Members questioned entrances at stations, tactile strips near subway platforms and stairs, telephone panels/buttons, serving customers who are deaf, hard of hearing, or non-verbal, and accessibility pick-up points at stations.

Service Planning Subcommittee

No meeting took place this month.

Wheel-Trans Operations Subcommittee

- Mobile Fare Transaction Processor (MFTP) are to be replaced in Wheel-Trans buses with a fixed solution.

- A new landmark location was created at West Park Hospital due to patients and programming being moved to a new building.
- Toronto Western Hospital was addressed and proposed 70 Leonard Avenue as the landmark.
- Boomerbuggies were discussed and determined that since they are a covered vehicle, they are not permitted on TTC and Wheel-Trans vehicles.

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

Communications Subcommittee

- A presentation was provided on the Community Bus to address promotional issues and inform members on how to use the bus.
- A Wheel-Trans bus will be used from June-October for the High Park route.
- Wheel-Trans brochures are available on community buses and stations.
- Additionally, Wheel-Trans will be promoting the Fair Pass Discount Program.
- An update on the 5-Year Accessibility Plan was provided.

Design Review Subcommittee

- Discussions on the Scarborough Subway Extension continued.
- Buses are to remain on when parked at a station so pre-boarding announcements will continue to play.
- Accessible pedestrian signals are required on both sides of the street – this is being updated in the budget.
- Platform doors were discussed as possible additions to Bloor Yonge.

Service Planning Subcommittee

- Presentation provided by Property, Planning, & Development on accessibility issues in the barrier free path of travel within entrances to TTC stations.
- Members provided feedback that included there is a lack of reliability of the automatic door openers (ADOs) at third party entrances, as well as requiring consistency.
- Concerns regarding snow removal and who is responsible was raised.. TTC staff mentioned that the old agreements have expired and new snow removal contracts are currently in place. ACAT has stated they would like to be involved in contract details.

Wheel-Trans Operations Subcommittee

- Wheel-Trans Mobile App issues with volume were addressed.
- Travel Trainers will now be sitting on the appeal panel.
- A deputation regarding service animals that will be brought to the May ACAT General Meeting was addressed.
- Wheel-Trans staff reiterated that service animal accommodation is a human rights issue and Wheel-Trans vehicles allow for them to accompany passengers.
- Issues regarding self-booking and service animals were raised.
- The Wheel-Trans application will be translated into the 16 most commonly spoken languages in Toronto. This is set to go into circulation shortly.

Thank you.

Sincerely,

Anita Dressler
2024 ACAT Chair

TORONTO TRANSIT COMMISSION
COMMITTEE MINUTES

APPROVED

Minutes of Meeting: ACAT General Meeting
Meeting Date: Thursday, April 25, 2024
1:00 p.m. to 3:30 p.m.

Location: Hybrid meeting via Teams

Present: Anita Dressler, ACAT Chair
Betty Rivington-Law
Erica Tanny
Mei Hung
Debbie Gillespie
Bobbi Moore
Howard Wax
Maria Marin
Lavarnan Mehavarnan
Tammy Adams
Angela Marley
Wangari Muriuki

Pool Members Michelle Pena Escobar
Oda Al-Anizi
Paul Manna
Chau Sheung Wong

Regrets: Lori Bailey
Roberta Butler
Frank Lockhart

TTC Representatives: Rich Wong, Chief Transportation & Vehicles Officer
Cameron Penman, Head, Wheel-Trans
Chrisanne Finnerty, Director, Commission Services
Levenson Lincoln, Assistant Manager, Customer Service,
Wheel-Trans
Sofia Rizzo, Customer Communications Specialist,
Marketing and Customer Experience
David LoPresti, Manager, Contracted Taxi Services, Wheel-
Trans
Jeff Short, Senior Accessibility Planner
Lodon Hassan, Divisional Manager, Customer Service,
Wheel-Trans
Adrian Grundy, Senior Communications Advisor, Corporate
Communications

Stephan Boston, Chief Instructor, Bus Training
Dean Milton, Manager, Strategic Initiatives, Wheel-Trans
John Boucher, Manager, Vehicle Maintenance, Lakeshore
Garage
Omar Jabbar, Project Manager for Wheel-Trans
Alexandra Nicastro, Administrative Assistant, Wheel-Trans
Sneha Madhuri, Communications Advisor, Corporate
Communications
Heather Brown, Director, Customer Experience
Shima Eghanian, Operations Manager, Streetcars
Giuseppe Lombardi, Senior Instructor, Buses
Mohammed Shaikh, Divisional Manager, Wheel-Trans
Fenton Jagdeo, TTC Board Member

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 January 26, 2024, February 29, 2024 and March 28, 2024 Minutes
- 6/ Remarks from TTC Executive
- 7/ Remarks from ACAT Chair
 - a. Memoriam – Angela Rebeiro
- 8/ Wheel-Trans Transformation Update from Cameron Penman
- 9/ Outstanding Items
- 10/ Deputation: Nil
- 11/ Review of Correspondence: Nil
- 12/ Subcommittee Reports, Highlights and Updates
 - Communications
 - Design Review
 - Wheel-Trans Operations
- 13/ Other/New Business
 - a. AODA Motion
 - b. Terms of Reference Proposed Changes Review
- 14/ Next Meeting – Thursday, May 30, 2024
- 15/ Adjournment

1. Call to Order/Attendance

ACAT Chair called the meeting to order at 1:04 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: Betty Rivington-Law

Seconded: Howard Wax

Carried: agenda approved.

5. Review and Approval of January 26, 2024 and February 29, 2024 and March 28, 2024 Minutes

Motion to approve the January 26, 2024 minutes: Mei Hung

Seconded: Wangari Muriuki

Carried: minutes approved.

Motion to approve the February 29, 2024 minutes: Howard Wax

Seconded: Betty Rivington Law

Carried: minutes approved.

Motion to approve the March 28, 2024 minutes: Bobbi Moore

Seconded: Debbie Gillespie

Carried: minutes approved.

6. Remarks from TTC Executive – Rich Wong, Transportation and Vehicle Officer

Rich Wong, Chief Transportation & Vehicle Officer, gave an update on the Wheel-Trans vehicles. He first acknowledged the passing of former ACAT member, Angela Rebeiro and her work as an ACAT member. The vehicle RFP for the new Wheel-Trans E-Bus has been posted online, the pilot project is expected near the end of the year for feedback. TTC awaits the final funding for the subway trains and will look to ACAT for recommendations. They are working on the 10-Year Plan and will again reach out to ACAT to participate.

7. Remarks from ACAT Chair

a. Memoriam – Angela Rebeiro

ACAT Chair remembered the contributions made by former ACAT member Angela Rebeiro, noting that she passed away on April 19, 2024.

Other members also spoke about the incredible contributions made by Angela and the members all sent their condolences to the family. One member noted that the extra benches that you see on the subway platforms were due to Angela's taking the initiative to push for more seating at subway stations.

The Chair noted that April is volunteer month and thanked the ACAT members for their hard work, sharing their experience and expertise. She expects the subcommittees to be very busy going forward and recommended that additional diversity sessions be held on topics that impact accessibility.

8. Wheel-Trans Transformation & update from Cameron Penman

Cameron Penman, Head, Wheel-Trans, provided a Wheel-Trans update. The TTC conducted hybrid Public Consultations for Wheel-Trans and Family of Services (FOS) along with an online survey, as a result of the TAAC motions approved by the TTC Board. He summarized some of the feedback that was provided and this information would be sent to ACAT subcommittees for review and discussion. A lot of the issues were noted with the experience on the conventional system and they would be working with that group.

The Request for Information (RFI) for the new Automatic Vehicle Location (AVL) and Interactive Voice Response (IVR) systems was posted. The subsequent Request for Proposals (RFP) for the new systems is expected to be posted sometime in the summer.

Phases 5-8 of the Reservations, Scheduling, and Dispatch software upgrades are in the final stages of negotiations with the vendor and are working on timelines and quotes.

The re-registration campaign continues to progress successfully. Approximately 800 additional legacy customers have re-registered in 2024, bringing the total to close to 15,000 customers. Fewer than 5,000 active customers remain to be re-registered.

Wheel-Trans continues to add additional 7m ProMaster vehicles to the fleet, replacing the older 'Friendly' buses. There are over 130 of the newer buses in service, with a total expected when complete of 137.

Questions and Comments from the Committee

A member spoke about their participation representing ACAT on the panel. They also noted that feedback was primarily on the conventional system. They felt it was important to carry the message from ACAT, letting people know that they are represented and that ACAT is providing input to make the system more accessible for everyone. It is important that ACAT represents the community and supports customers using the conventional system. They recommend ACAT members review the presentation Wheel-Trans representatives made at the Toronto Accessibility Advisory Committee; available on YouTube.

A member noted that ACAT provides advice and information to the TTC and in some ways felt they were leading the world in accessible transit. When the TTC becomes fully accessible, it will be the only one that has it.

A member noted that when travelling on the FOS system and booking a trip with a notation stating they have a Service Animal, they are often put in with two other passengers. Service Animals are counted as a passenger, therefore, causing problems if there are two other passengers in the vehicle.

Another member had noted the same thing, even when their profile was updated with the Service Animal. David LoPresti, Manager, Contracted Taxi Services, Wheel-Trans explained they are aware and are working on resolving the issue.

A member noted that regarding the registration forms, they noticed that some people bring the printed form and the support person card application. This is an accessible way to provide this but a lot of people might have a different perspective on this, that the form takes too long or having the health provider fill out the form is too expensive. Cameron Penman understood the issue, but they want to make sure the application captures all of the information prior to the assessment. Customer Service can also be asked to assist in filling out the application and it is available online.

A member asked about accessing the application if a senior does not have access to a computer or accessing the application. There was also discussion about making the application available in other languages and TTC staff travelling to different target locations to help people fill out the form. They noted the statistics that 72% of people using the Wheel-Trans service are over the age of 65 and another large number over the age of 50 and therefore might not be as tech savvy as the younger generation. Cameron stated they are working hard to make it accessible to more people, including travelling to target populations and areas to assist potential customers in filling out the form and telling them about the service. They also will be providing the application in 16 of the most common languages spoken in the Toronto area.

Cameron confirmed this information would be in the 10-Year Plan they are preparing.

A member asked if they could target specific areas where people have not registered and would probably need their services. Cameron Penman confirmed that they do have this ability and they would take this suggestion back. Currently there are

Community Outreach initiatives being offered to assist Wheel-Trans customers with re-registration efforts.

A member commented that making the application available in different languages may not be the most efficient way of getting this information as their answers would need to be translated. TTC staff explained the forms are primarily yes or no answers that only required a checkmark. They suggested that providing an information sheet in those languages might be more helpful. Staff will take this suggestion back.

9. Outstanding Items

1. Recommendation for Honoraria:

Board Approval will be sought for the additional honoraria. Expected implementation is 2025.

2. Scarborough City Centre Motion

Update expected in Q3 2024.

3. Recommendation to Honour Sam Savona

Update expected in Q2 2024.

10. Deputation

Nil.

11. Review of Correspondence

The Chair noted that the information and feedback from the Wheel-Trans Public Forums held last week would be forwarded to the Subcommittees for discussion and feedback.

A member suggested that before the items are sent to the subcommittees to be transparent they should go through the ACAT General Committee. The Chair noted that it will come back to the General Committee when the Subcommittees have feedback, discussion and recommendations.

12. Subcommittee Reports, Highlights and Updates:

Communications Subcommittee (CS)

Heather Brown, Director, Customer Experience, gave the report for the meeting held April 4, 2024.

A presentation was made by Laura Lehming, Coordinator, Wayfinding and Signage, regarding the proposed signage for closures and recommended that the same

presentation to be made at SPS and the ACAT General Meeting. The interactive presentation asked members for feedback on their experience during closures and what information they would look for or have seen when travelling during a closure. This feedback was requested to be submitted to Sofia Rizzo, Customer Communications Specialist, by June 3, 2024 so it can be shared with Laura as the signage work progresses. Jeff Short, Senior Accessibility Planner, provided an update on the 5-Year Accessibility Plan. The TTC has reviewed feedback provided in Phase 1 consultations, and are currently drafting goals and objectives for the plan.

Questions and Comments from the Committee

A member asked if there was a reason the Kennedy bus was so far away at Kennedy Station and commented the new signage directing customers to the different buses at this station were much improved.

The next meeting will be held on May 2, 2024, at 1:00 p.m.

Design Review Subcommittee (DRS)

Jeff Short provided the April 2, 2024 meeting update, noting the meeting time was changed to a different date and time (10 a.m. to 12 p.m.) to accommodate staff schedules that day.

The team from Metrolinx, Arcadis and Scarborough Transit Connect provided an overview presentation on the new Scarborough Subway Extension. This project will include three new stations. Members had questions on topics such as: whether centre versus side platforms are preferred from an accessibility perspective; concern over the number of entrances at Scarborough Centre Station due to the anticipated pedestrian traffic; and unintended customer access to staff service levels in stations, which Metrolinx assured members would be key operated and not available to access by customers. Members also wanted to confirm there will be tactile attention indicators at the platform edge and top of stairs, which was confirmed by Metrolinx. There was a suggestion that the signage be revisited at Sheppard East Station to make it easier for non-sighted customers to determine which transit line they are accessing. Metrolinx asked for ACAT feedback on the new elevator intercom touch screens, such as where the intercoms would be located. Metrolinx also asked about the design of raised crosswalks at PPUDO (Passenger Pick Up and Drop Off) vehicular entry points at stations.

The next meeting will be May 14, 2024 at 1:30 p.m.

Wheel-Trans Operations Subcommittee (WTOS)

Mei Hung, WTOS Chair, gave the report for the meeting held April 17, 2024.

Mohammed Shaikh, Divisional Manager, Operations, Wheel-Trans had discussed upgrading the current PRESTO devices and are considering replacing the portable Mobile Fare Transaction Processor (MFTP) on buses with a permanent fixed solution like conventional buses. Marco Iorfida, Scheduling and Policy Specialist, Wheel-Trans, provided an update on their work and highlighted a significant change at West Park Hospital with most patients and programming being moved to a new building, creating a new landmark location and updating the address. Although, being in the same location, the new municipal address will impact trips for both regular and occasional customers. Brochures are being updated for the 405 A and B Community Bus routes. The complaints were summarized by Levenson Lincoln, Assistant Manager, Customer Service, Wheel-Trans.

The next meeting will be held on May 8, 2024, at 1:00 p.m.

Questions and Comments

Mohammed Shaikh clarified that the PRESTO devices would be in the same location as the conventional bus, the only change would be they would no longer be portable.

A member asked for clarification on Community Bus routes 405 and 406. Staff clarified the 405 is Etobicoke and the 404 was the East York route.

A member asked for clarification on the 10-minute warning call and it was explained that the call comes 10 minutes prior to your booked trip. Not all contracted vehicles are equipped with the GPS system, but David LoPresti stated they are working to outfit both Beck and Royal in the next few months.

A member asked if there were still eight “life happens points” allowed for no shows. Levenson Lincoln, Assistant Manager, Customer Service, Wheel-Trans, confirmed there are eight “life happens points” allowed per month, but customers have the ability to contact customer service with an explanation of a no show and it will be removed from their file.

A member asked if the 10-minute warning call might have lowered the no show rate and Levenson Lincoln confirmed that the no shows and no show complaints have gone down since the 10-minute call was implemented.

13. Other/New Business

a. AODA Motion

Motion will be revisited at the next discussion.

b. Terms of Reference Proposed Changes Review

Alexandra Nicastro, Administrative Assistant, Wheel-Trans, provided ACAT members the opportunity to discuss the proposed changes in the Terms of Reference (TOR).

New member orientation and Training (Section 3.7 of TOR)

Mandatory training for ACAT members scheduled by TTC at the start of the term.

Members noted that the wording in this section lacked specificity on who determines the mandatory training and what training that would be. The Committee recommended that the AODA motion proposed at an earlier meeting also plays into this and it should be dealt with first. Howard Wax, who proposed the motion, confirmed he was unwilling to withdraw it at that point. The Chair also noted that they must decide if the training should be taken annually, along with other clarifications. Alexandra Nicastro agreed to contact the City of Toronto for their requirements for the training and align with their policies.

Pool member vacancies (Section 4.7.2 of TOR)

A policy to replace Pool members in case of a vacancy.

Members did not feel that replacement of Pool members was necessary as the likelihood of 4 full members and/or 4 Pool members leaving within the year is very low. Additionally, members pointed out that if a candidate was invited to replace a Pool member during the year, they would not have participated in the same training, and they would not have attended any of the meetings earlier in the year (longer learning curve). The members were also concerned that this removes the autonomy of the Executive being able to choose Pool members being moved to full members based on their experience and skills. The Terms of Reference also refer to 2-4 Pool members, so replacing one is not necessary. Alexandra Nicastro will reach out to the City of Toronto to determine their policies around Pool members.

Granting Pool member voting rights at subcommittee meetings (Section 7.4.1 of TOR)

The members were against granting voting rights to Pool members at subcommittee meetings and recommended finding another way to ensure quorum at the meetings.

Pool members not attending in-camera sessions (Section 7.7 of TOR)

The members recommended reaching out to the City of Toronto to determine what their standard is for Pool members attending in-camera sessions. A member commented that the Pool members are held to the same standard as full members and that if they were not allowed into these meetings, it would be more difficult for them to step into a full position if someone steps down.

Honorarium (Sections 12.3 and 12.5 of TOR)

The members took issue with the word honorarium and recommended removing the words “taxable benefit” as that is subjective. It was recommended that staff reach out to the City of Toronto to determine their standard, whether they give T4A’s for their volunteers and align with them.

Training (Section 13 of TOR)

Alexandra Nicastro will be reaching out to the City of Toronto regarding their training policies.

The updates will be implemented and will recirculate to the members. Any changes should be sent by May 10, 2024 for implementation to ensure it is ready for the July 2024 TTC Board meeting for addition in the upcoming budget discussion. TTC staff are looking to receive approval from ACAT members on these changes at the next ACAT General Meeting.

A member suggested it would be helpful to have a definition page. Jeff Short recommended putting it into the ACAT member manual instead.

14. Next Meeting

Next ACAT General Meeting: Thursday, May 30, 2024.

15. Adjournment

Meeting adjourned by motion by Debbie Gillespie at 3:21 p.m.

Cindy Edwards

Recording Secretary

TORONTO TRANSIT COMMISSION
COMMITTEE MINUTES

APPROVED

Minutes of Meeting: ACAT General Meeting
Meeting Date: Thursday, May 30, 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
Maria Marin
Lavarnan Mehavarnan
Angela Marley
Lori Bailey
Frank Lockhart

Pool Members Michelle Pena Escobar
Paul Manna
Roberta Butler

Regrets: Tammy Adams
Howard Wax
Chau Sheung Wong
Oda Al-Anizi
Wangari Muriuki

TTC Representatives: Cameron Penman, Head, Wheel-Trans
Levenson Lincoln, Assistant Manager, Customer Service,
Wheel-Trans
Heather Brown, Director, Customer Experience, Marketing
and Customer Experience
David LoPresti, Manager, Contracted Taxi Services, Wheel-
Trans
Jeff Short, Senior Accessibility Planner, Strategy & Foresight
Lodon Hassan, Divisional Manager, Customer Service,
Wheel-Trans
Keisha Campbell, Chief Diversity and Culture Officer
Stephan Boston, Chief Instructor, Bus Training
Dean Milton, Manager, Strategic Initiatives, Wheel-Trans

John Boucher, Manager, Vehicle Maintenance, Lakeshore Garage

Natalie Francis, Manager, Planning and Policy, Wheel-Trans

Omar Jabbar, Project Manager for Wheel-Trans

Alexandra Nicastro, Administrative Assistant, Wheel-Trans

Sneha Madhuri, Communications Advisor, Corporate Communications

Ike Onuoha, Program Manager, Vehicle Procurements, Wheel-Trans

Arlen Orellana, Travel Specialist, Wheel-Trans

Ainsley Dennis, Travel Specialist, Wheel-Trans

Mohammed Shaikh, Divisional Manager, Wheel-Trans

Christina Saad, Advisor/Investigator, Diversity

Ross Visconti, Project Manager, Wheel-Trans

Andrew Dixon, Head, Special Constable Service

Mike Macas, Chief Engineer, Vehicle Programs

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 April 25, 2024, Minutes
- 6/ Remarks from TTC Executive
- 7/ Remarks from ACAT Chair
- 8/ Wheel-Trans Transformation Update from Dean Milton
- 9/ ACAT Terms of Reference Revision – pending, might be deferred to June meeting due to waiting on City of Toronto info.
- 10/ Outstanding Items
 - a. Sam Savona Tribute Update
 - b. ACAT Honorarium Update
- 11/ Deputation:
 - a. Guide Dogs in Contracted Taxis – Reg Sullivan
- 12/ Review of Correspondence: Nil
- 13/ Subcommittee Reports, Highlights and Updates
 - Communications
 - Design Review
 - Service Planning
 - Wheel-Trans Operations
- 14/ Other/New Business
 - a. AODA Motion
- 15/ Next Meeting – Thursday, June 27, 2024
- 16/ Adjournment

1. Call to Order/Attendance

ACAT Chair called the meeting to order at 1:30 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

The Chair amended the agenda to move item 11 (Deputation) to item 9 the ACAT Terms of Reference Revision and item 12 Review of Correspondence to item 10 Outstanding items.

Motion to approve the agenda as amended: Debbie Gillespie

Seconded: Betty Rivington-Law

Carried: Approved.

5. Review and Approval of April 25, 2024 Minutes

Deferred to the June meeting for further amendments.

6. Remarks from TTC Executive – Keisha Campbell, Chief Diversity and Culture Officer

Keisha Campbell, Chief Diversity and Culture Officer, thanked ACAT for their important contributions to making the TTC more accessible. She wished everyone a happy National AccessAbility Week and summarized some of the projects that the TTC had going on to celebrate. Wheel-Trans' RFP for electric buses had no successful bids. TTC has taken this back to revisit the criteria and will be reposting. The team had been working on anti-racism and anti-Asian hate campaigns. June will kick off Pride Month and Indigenous History Month. ACAT members were given a look at the new wrap on the Wheel-Trans buses, celebrating Indigenous artists.

7. Remarks from ACAT Chair

The Chair offered condolences for the family of Jaye Robinson, former City Councillor and TTC Chair, who passed away recently. Jaye was an advocate for many causes and social change. The Chair asked for a moment of silence.

The Chair noted that the minutes for the first quarter of ACAT meetings were accepted by the Board. She spoke about Rick Hansen and the impact he made for accessibility starting back in 1987. She also noted that with more people using accessibility features, the TTC should be commended for being a leader.

8. Wheel-Trans Transformation & update from Dean Milton

Dean Milton, Manager, Strategic Initiatives, Wheel Trans, provided a Wheel-Trans update. They are in the process of reviewing the survey results received from over 800 submissions, as well, gathering and organizing the specific questions asked and comments made at the Public Consultations on April 16th and 18th and organizing them according to the specific motion.

He also summarized the number of people that attended both online and in person at the Forum events, the number of questions asked and the efforts made to communicate the events to customers with disabilities, their family and support persons, as well as organizations that support persons with disabilities.

The TTC communicated these public consultations to their 39,000 active WT customers and the public in the following ways;

- Content on ttc.ca in the Latest News section
- Content on the Wheel-Trans Self-booking Website
- Social media
- News release
- E-mail blast to Wheel-Trans customers
- E-mail blast to members of TTC's Advisory Committee on Accessible Transit (ACAT)
- Wheel-Trans newsletter
- TTC stakeholder newsletter (Senior)
- Councillor update
- TTC staff newsletter
- E-mail blast to stakeholders and community-based organizations that provide support services for people with disabilities
- Message on the Wheel-Trans Interactive Voice Response (IVR)
- Front-end messaging on Wheel-Trans Reservations and Wheel-Trans Customer Service phone lines
- Mobile alert to TTC customers
- Content on platform video screens across all subway stations

Meeting Attendance			
	Session 1: April 16	Session 2: April 18	Total Participation
Online	13 People	19 People	32 people
In-Person	46 People	26 People	72 People
TOTAL	59 People	45 People	104 People

Meeting Participation	
	Submission of questions and comments
Questions Asked Live	53
Written Comment Cards	15
Online Question/Comments	19
Total Question/Comments	87

Phases 5-8 of the Reservations, Scheduling, and Dispatch software upgrades are in the final stages of negotiations with the vendor.

The Request for Information (RFI) for the new Automatic Vehicle Location (AVL) and Interactive Voice Response (IVR) systems was posted and both received responses. The subsequent Request for Proposals (RFP) for the new systems is expected to be posted in the summer.

The re-registration campaign continues to progress successfully. Approximately 1,100 additional legacy customers have re-registered in 2024, that brought the total left to re-register close to 4,000.

Wheel-Trans continues to add additional 7m ProMaster vehicles to the fleet, replacing the older 'Friendly' buses. There are 134 of the newer buses in service, with a total expected when complete of 137.

The results for the 2024 Wheel-Trans Customer Satisfaction survey were received and will be shared with WTOS (Wheel-Trans Operations Subcommittee) soon. The TTC has hired two more Travel Training Specialists, bringing the total number to four specialists.

Questions and Comments from the Committee.

A member commented that the feedback received at the Forum were from people using the conventional system and not feeling comfortable and asked if that was factual. Dean confirmed that some of the issues raised were around safety and crowding, as well as some concerns that certain TTC operators are not always providing the necessary accessibility accommodations required, the TTC would be paying closer attention to going forward.

11. Deputation

a. Guide Dogs in Contracted Taxies – Reg Sullivan

This customer made a deputation regarding three specific issues when travelling on Wheel-Trans with a guide dog. Scheduling issues are a main concern. When customers request a ride, there is a note in their profile and request stating they are

being accompanied by a service animal. They ask that Wheel-Trans accounts for the guide dog as an additional body in the vehicle.

Sherri Cohen confirmed issues regarding guide dog and service animals not being accommodated especially by contracted taxis.

Additionally, customers have experienced issues with drivers denying guide dogs, leading to them needing to negotiate with the driver in order to have their ride. They ask TTC ensure that drivers are properly trained on the AODA and the laws around service animals.

Finally, the deputant asked that there is consistency with drivers arriving at their house and properly notifying customers of their ride arrival. Sometimes, drivers knock and immediately go back to their car without offering assistance. This is not an issue with Wheel-Trans bus drivers, they are consistently courteous and helpful.

Questions and Comments

A member asked if calling customer service resolved the issue when there had been problems with the number of passengers. Reg Sullivan noted that more often than not, they spoke with the priority line, and they were defensive, rather than helpful.

A member asked if there is a notation on the customer's file that ensures the driver knows the person is blind and required an escort/assistance to get to the car?

A member asked if there is a law that drivers must take a service animal and it was confirmed that the AODA and Human Rights legislation requires accommodation.

David Lo Presti, Manager, Contracted Taxis and Sedans, Wheel-Trans answered some of the questions posed by Reg Sullivan. He noted that their team has been working diligently to address these issues. This included re-education of the sedan taxi companies and the drivers, along with an overhaul of the scheduling system. This included the assurance that the sedans would only book the number of passengers to include the correct space for the Guide Dog.

A member commented that it is very important for the sedan drivers to understand that people that are blind or have low vision might require more assistance to reach the car. Also, it might help to have an idea of what type of vehicle you are going towards, to assist in easy entry.

A visitor commented that when they were entering a sedan taxi, the driver asked if they would be bringing their guide dog, they would not be asking this question of somebody with a wheelchair.

A member asked if the municipality had any standards for the size of the taxi vehicle, both the interior and the trunk with the addition of smaller EV vehicles for use with

the sedan taxi options. David Lo Presti did not believe there were standards on size in Toronto but would have to take that back and report back to the ACAT members.

12. Review of Correspondence

a. Stephanie Pilon, Manager of Advocacy and Campaigns, CNIB

David Lo Presti and his team would respond to the correspondence.

The Chair asked that a copy of the correspondence be sent to ACAT members.

The Chair thanked the Deputants for bringing this forward; the TTC and ACAT take this issue very seriously and will be working to make further improvements.

9. ACAT Terms of Reference Revision

This item was deferred to the next meeting.

10. Outstanding Items

a. Sam Savona Tribute Update:

The TTC would be honouring Sam Savona by naming the College Station elevators after him. There would be a ceremony when they are commissioned in 2025 and a plaque on the outside.

b. ACAT Honorarium Update:

It was confirmed that the honorarium would be included in the 2025 budget.

Questions and Comments

The Chair recommended inviting past ACAT members to the ceremony for dedicating the Sam Savona elevators.

A member asked if the ACAT has a line item in the budget for expenses, including the upcoming honorarium. Cameron Penman, Head, Wheel-Trans, confirmed there was a line item for ACAT expenses.

A member asked if Sam Savona's family had been included in the decision to name the College Station's elevators. TTC staff confirmed the family had been consulted and were supportive of the decision.

A member asked if there would be somewhere else that ACAT members names are put to honour them. Another member had suggested that there is a plaque somewhere and recommended checking the CEO's office.

Motion to approve that ACAT accept the staff suggestion to honour Sam Savona in naming the College Station elevators being commissioned in 2025 after Sam Savona in consultation with his family: moved by Debbie Gillespie

Seconded: Angela Marley

Carried: With a unanimous vote.

13. Subcommittee Reports, Highlights and Updates:

Communications Subcommittee (CS)

Frank Lockhart, CS Chair, gave the report for the meeting held May 2, 2024.

Summary Highlights

- Heather Brown, Director, Customer Experience, Marketing and Customer Experience made a presentation on the Community bus routes.
- The seasonal High Park route will run from June – October this year using a Wheel-Trans bus.
- Members voiced concerns regarding High Park station not being accessible.
- Sneha Madhuri, Communications Advisor, Corporate Communications, updated the committee on the brochures which are now available on community buses and stations that service them, along with Wheel-Trans fare pass discount program.
- Jeff Short provided an update on the 5-Year Accessibility Plan.
- Sofia Rizzo provided an update on 2025 ACAT recruitment.
- New business items:
 - Volume issue on Wheel-Trans Mobile App

Questions and Comments

A member commented that they heard from people that the Wheel-Trans bus was being turned away by security staff at High Park. It is great that this had been rectified and will pass this along to their Etobicoke and Toronto chapters of the Canadian Foundation of University Women.

A member commented that the High Park Station is not accessible and was told they would be taken by Wheel-Trans to the closest accessible station to High Park or be provided with door-to-door service to High Park. ACAT members agreed that this was a very difficult route and recommended that the TTC immediately look into making changes to the route. This could include stopping at two stations, one accessible and High Park or having the season service out of an accessible station.

Natalie Francis replied that this service was the same as last year, only they are using a Wheel-Trans bus instead of the conventional bus as it was too big to negotiate the

park. She also noted that Wheel-Trans customers would have door to door service to the park. Staff will take back the ACAT comments about the seasonal High Park route.

The next meeting will be held on June 6, 2024, at 1:00 p.m.

Design Review Subcommittee (DRS)

Lori Bailey provided the May 14, 2024 meeting update for the DRS.

Summary Highlights

- Brian McGuire, Expansion Stations Director spoke to continued discussions on the Scarborough Subway Extension (SSE).
- He confirmed station staff and supervisors will monitor the stations, there will be retail in stations.
- An SSE outstanding items log was created to consolidate members' concerns.
- Station signage was discussed and members spoke to the importance of consistency of signage in all stations.

Service Planning Subcommittee (SPS)

Debbie Gillespie, SPS Chair gave the report for the meeting held May 21, 2024.

Summary Highlights

- Aleks Todorovski, Development Coordinator, Property, Planning & Development provided a presentation on the barrier free path of travel within entrance connections to TTC stations.
- Member feedback included:
 - Lack of reliability of automatic door openers (ADOs) at third party entrance connections.
- TTC staff confirmed ADOs at North York Centre will be replaced soon.
- TTC staff mentioned that new snow removal agreements are in place.
- Recommendations for additional staff training were made regarding access and safety issues at third party elevators at Dundas Station.

The next meeting is June 18, 2024, at 2:00 p.m.

Wheel-Trans Operations Subcommittee (WTOS)

Mei Hung, WTOS Chair, gave the report for the meeting held April 17, 2024.

Summary Highlights

- Ross Visconti, Project Manager, Wheel-Trans provided an update on the Wheel-Trans Mobile App. Developers are working on fixing the volume issue.

- The committee was provided an update on new travel training initiatives and information regarding appeal panels.
- There was discussions around concerns with service animals and Wheel-Trans service. Wheel-Trans staff assured members that they are seriously dealing with these issues.
- An update on stops and landmarks was provided with information on the High Park summer route that will be using a Wheel-Trans bus.

The next meeting is scheduled for June 12, 2024.

14. Other/New Business

a. AODA Motion

Motion will be revisited at the next meeting.

15. Next Meeting

Next ACAT General Meeting: Thursday, June 27, 2024 at 1:00 p.m.

16. Adjournment

Meeting adjourned at 3:24 p.m. on a motion by: Betty Rivington-Law

Cindy Edwards
Recording Secretary