



Advisory Committee on Accessible Transit

April 25, 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 January 26 2024, February 29, 2024, and March 28, 2024 to the May 16, 2024 Board Meeting for information. January's meeting was the first in-person/hybrid ACAT General Meeting of the new year. The highlights discussed in this meeting included an introductory statement from Rick Leary, Chief Executive Officer speaking to the important work of ACAT members; introductory remarks from the re-elected ACAT Chair, Anita Dressler and introduction of Co- Vice Chairs, Erica Tanny and Betty Rivington-Law; brief descriptions on the four Subcommittees duties and the members in each committee; and a motion passed to require ACAT members to complete AODA training yearly and provide a certificate of proof.

The highlights discussed in the February ACAT General Meeting included a brief overview of the E-bike fire incident that took place on December 31, 2023; an update to the honoraria ACAT members receive was given and amendments will be made to the Terms of Reference for Board approval; and discussion surrounding the three TAAC motions that were approved by the TTC Board was had, outlining the motions and the process involved.

At the March ACAT General Meeting an amended copy of the Terms of Reference was circulated for review and discussion; accessibility issues at Kennedy Station and Kennedy GO Station were brought up – noting that the elevators at Kennedy Station are not yet open and are set to be running when Line 5 opens, however, Metrolinx provides shuttles; and Dundas Station only has accessible access through an underground garage that is not staffed by TTC and is a third party access with security issues. These issues will be brought to subcommittee meetings for review.

No subcommittee meetings took place in January. The meetings resumed in February.

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

Communications Subcommittee

The Communications Subcommittee Chair election was deferred as two voting members were absent and it will take place during the next meeting in March. There was an overview given by Ian Dickson, Manager of Design and Wayfinding, on the subcommittee's activities for 2024 that include: 2025 ACAT Recruitment communications plan, Line 5 and Line 6 communication plan as they are set to open up in the coming year, Doors Open 2024 taking place in May at Lower Bay Station, and The Annual Public Forum on Accessible Transit's communication plan. A review of Wheel-Trans' communication plans regarding the Wheel-Trans Access Newsletter which is set to be shared with the subcommittee for review, the annual Wheel-Trans customer satisfaction survey, updates provided to customers on the Wheel-Trans Mobile App and upgrades to Wheel-Trans scheduling.

Design Review Subcommittee

The meeting began with an overview of the subcommittee's activities in 2023. The Subcommittee Chair election took place nominating Lori Bailey as the Chair. Discussion surrounding the touch screens in elevators, which allows for text-to-text communication giving customers the ability to communicate with TTC staff. In addition, along with discussion around the non-upholstered seats in a few buses that have just been installed, DRS members have been previously supportive of this initiative. Finally, DRS meetings have been moved to follow a hybrid model and members will be able to attend meetings in person or via Microsoft Teams.

Service Planning Subcommittee

This meeting commenced with an overview of topics covered in 2023 and a closer look at projects and upcoming topics being brought to the subcommittee. Mandatory securement on buses has been discussed and TTC is currently investigating what other transit agencies around the world follow. An overview of the subcommittee's Chair elections and nominations, as well as roles and acclimation were provided. Debbie Gillespie has been nominated as the Chair of the Service Planning Subcommittee. There was discussion around the cross-boundary policy and 1 kilometer rule brought to the ACAT Executive Quarterly Meeting and the WTOS Meeting. Members discussed how to appropriately address the issue and agreed it is a WTOS item and will bring it back to the ACAT General for discussion.

Wheel-Trans Operations Subcommittee

The Wheel-Trans Operations Subcommittee Chair election took place and Mei Hung was elected as the WTOS Chair. An update on stops and landmarks was provided and spoke to Wheel-Trans reviewing routes, expanding the current number of routes to provide Family of Services (FOS) solutions and connections. As for FOS, there is an average of 17,415 trips per week taken in 2024 and the number continues to rise. In addition, with the approved budget, two additional Travel Trainers have been hired and will assist in training customers in one-on-one sessions, through the phone or virtually, or in small groups. Communication on Wheel-Trans and the TTC's Fare Enforcement Policy was addressed and a reminder will go out to customers. An item brought forward to the committee was surrounding the 1 kilometer rule for Wheel-Trans cross-boundary service. Members urged for consistency amongst Wheel-Trans boundaries and serviced TTC areas. The committee urged Wheel-Trans to service the same areas as the conventional system. This item will be deferred to the April subcommittee meeting. Finally, major IT project updates were given to members. Committee feedback is always welcome and aids staff.

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

Communications Subcommittee

This meeting began with a presentation from Wayfinding and Signage regarding the proposed signage for closures. Members provided feedback and suggested that providing notice ahead of time of closures and diversions would be helpful, an internal workshop is being held for staff to find solutions on using mobility aids when entering shuttle buses during closures. An E-ink pilot that would allow audio messages on poles and include dynamic information is in the works, there is no proposed timeline for implementation yet. There are rollouts of new screens on new buses that feed information from Transit Control and are able to make public announcements. Additionally, feedback was requested on the Wheel-Trans Newsletter and survey.

Design Review Subcommittee

A presentation was made by the City of Toronto which spoke to bike lanes, sidewalks, and their work to improve accessibility in Toronto. The presentation included wayfinding tiles, floating bus stops, and other associated challenges that ACAT members brought up and will be taken back for consideration. Specific parts of the city were brought to the presenters' attention, have been flagged, and will be reviewed. There was a presentation on the Scarborough Subway Extension

and Accessibility Requirements. Members inquired about the accessibility of each station and presenters confirmed that all entrances will have an elevator and be accessible. The stations, rest areas, and their accessibility are still a work in progress. Information on the new Fare Gate software will be installed in the third quarter of 2024 and will include an extension of the time the gate stays open from 10 seconds to 30 seconds.

Service Planning Subcommittee

Members were given an update on the 5-Year Service Plan, 25-Point Action Plan, and updates on the PRESTO Support Person card that is currently in the works. Regarding the 5-Year Service Plan, members were given a presentation on Phase 1 consultations and feedback received including, access during service disruptions, construction delays, elevator outages, and staffing. There was mention of excessive salting at stops and shelters which will be addressed when discussing snow removal and maintenance. Finally, an Easier Access Update was provided where information was shared about the permanent closure of escalators at Spadina Station to allow for elevator installation. This information will be communicated to ACAT members and TTC customers.

Wheel-Trans Operations Subcommittee

WTOS commenced with a presentation on the plan for Public Consultations that took place on April 16 and April 18, 2024. These consultations were held due to October 11, 2023 TAAC motions approved at the February Board Meeting. Members were advised that other work has already taken place as a result of these motions, including translating Wheel-Trans applications into the 10 most commonly spoken languages in Toronto and scheduling monthly sessions at Healthcare facilities and Community Centres across the city to assist customers with the Wheel-Trans application processes. Many updates to Wheel-Trans communications are also taking place, including, customer surveys, newsletters, and emails to organizations supporting and representing persons with disabilities. An update on Wheel-Trans' stops and landmarks was provided. Staff is working on ensuring issues reported at locations are being updated and finalizing Line 5 stations and ensuring all requirements are being met.

Thank you.

Sincerely,

Anita Dressler
2024 ACAT Chair

TORONTO TRANSIT COMMISSION
COMMITTEE MINUTES

APPROVED

Minutes of Meeting: ACAT General Meeting

Meeting Date: Friday, January 26, 2024
1:00 p.m. to 3:30 p.m.

Location: Hybrid meeting via Microsoft Teams

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

Pool Members Michelle Pena Escobar
Renate Bradley
Roberta Butler
Paul Manna

Regrets Tammy Adams
Maria Marin
Oda Al-Anizi

TTC Representatives: Rick Leary, Chief Executive Officer
Cameron Penman, Head, Wheel-Trans
Matt Hagg, Manager, Customer Policy, Strategy & Foresight
Dean Milton, Manager of Strategic Initiatives, Wheel-Trans
Levenson Lincoln, Assistant Manager, Customer Service,
Wheel-Trans
Heather Brown, Director, Customer Experience
David Lo Presti, Manager, Contracted Taxi Services, Wheel-
Trans
Jeff Short, Senior Accessibility Planner
Lodon Hassan, Divisional Manager, Customer Service,
Wheel-Trans
Shima Eghanian, Operations Manager, Streetcar
Maintenance

Adrian Grundy, Senior Communications Advisor, Corporate Communications

Warren Rupnarain, Accessibility Consultant, Diversity

Omar Jabbar, Program Manager, Wheel-Trans

Daniela Jimenez, Acting Manager, Human Rights

Giuseppe Lombardi, Manager of Bus and Maintenance Training

Ross Visconti, Project Manager, Wheel-Trans

Alexandra Nicastro, Administrative Assistant, Wheel-Trans

Sneha Madhuri, Communications Advisor, Corporate Communications

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 December 14, 2023 Minutes
- 6/ Remarks from TTC Executive – Rick Leary, Chief Executive Officer
- 7/ Remarks from ACAT Chair
- 8/ Wheel-Trans Transformation & COVID-19 update from Cameron Penman
- 9/ 2024 ACAT Executive Elections Results
- 10/ Deputation: Nil
- 11/ Review of Correspondence: Nil
- 12/ 2024 ACAT Meeting Dates
- 13/ Subcommittee Reports, Highlights and Membership Announcements
 - Communications
 - Design Review
 - Service Planning
 - Wheel-Trans Operations
- 14/ Outstanding Items
- 15/ Other/New Business
 - a. ACAT Meeting Method Update
- 16/ Next Meeting – Thursday, February 29, 2024
- 17/ Adjournment

1. Call to Order/Attendance

Anita Dressler, ACAT Chair, called the meeting to order at 1:10 p.m., welcomed attendees and attendance was taken.

2. Remarks from TTC Executive – Rick Leary, Chief Executive Officer

Rick Leary noted it was good to be able to attend another ACAT meeting, the first meeting of 2024. He congratulated the Chair and welcomed new members. He noted that you never stop learning as you progress through the years, and how much ACAT and their subcommittees have assisted everyone in learning more about how to take better action, for both the conventional system and those that require a different solution. He was the first to admit that they do not do everything right, but that life is a learning journey that everyone is on. He felt that the TTC is heading in the right direction and working towards what is right and advocates for TTC being a transparent organization. He noted that they don't hear issues that they had in the past, this is because they face these issues and deal with them. He thanked the members for the journey they are taking together.

Anita Dressler thanked Rick for attending the meeting and encouraged him to attend as often as possible. She thanked him for the kind words and the supreme support that the TTC staff gives ACAT.

3. Land Acknowledgement

A member read the Land Acknowledgement.

4. Declaration of Conflict of Interest

Nil.

1. Approval of Agenda

Angela Marley brought a motion to approve the agenda with the change to move Item 6, Remarks from the TTC Executive Rick Lear, to be item 2, Debbie Gillespie seconded. Carried.

6. Review and Approval of December 14, 2023 Minutes

Anita Dressler asked to amend the minutes and add Roberta Butler's name to the list of attendees.

Mei Hung brought a motion to approve the minutes of December 14, 2023 as amended, Bobbi Moore seconded. Carried.

7. Remarks from ACAT Chair

The Chair welcomed everyone back to ACAT and welcomed the new members joining and rejoining. She commented that if the TTC Board meeting was any indication, it should be a busy and challenging year ahead. The members for the subcommittees have been chosen and will be announced later in the meeting. TTC staff was thanked for their support in the subcommittees now and in the past. On February 25, 2024 TTC Board, City Councillors and Mayor acknowledged International Holocaust Remembrance Day and February is Black history month. Buses and streetcars will display artwork honouring Black Canadians. This is the Year of the Dragon and TTC will celebrate this with artwork as well.

TTC has been challenged recently with the amount of construction in the City, which has impacted travel, but this is improving. Since Covid, the TTC has experienced an increase in discourteous behaviour and additional safety announcements have been added, but these will sometimes cause delays.

After the fire incident related to e-bike batteries on December 31, 2023, this has become a topic for conversation with Toronto Fire. One of the main issues is the lack of regulation. ACAT will be addressing a topic brought up last year, the removal of the stop at 250 Davenport Road and there was a suggestion that by adding a gate to provide easier access to the new stop would help residents.

The Chair noted it is fortunate to have members with expertise, experience and enthusiasm that includes new members, old members and returning members. This is expected to be an exciting year for the TTC and ACAT.

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

Cameron Penman, Head of Wheel-Trans, welcomed all returning members and new ACAT members to the first General Meeting and looks forward to working with them. He congratulated the re-election of the Chair and the Vice-Chairs for ACAT 2024.

He provided a Wheel-Trans update stating that they are almost ready to issue the Request for Information for the new Automatic Vehicle Location (AVL) and Interactive Voice Response (IVR) systems. These will be followed by a Request for Proposals for the new systems which are expected to be issued later this year. Regarding phases 5-8 of the Reservations, Scheduling and Dispatch software upgrades, Cameron explained that they are in the final stages of negotiation, and should have more information in the next few weeks that will define the timelines.

Re-registration for 2023 saw over 5,600 legacy customers re-registered and he thanked the team for their hard work. That means that there are approximately 5,000 more legacy customers that have to re-register into one of the three mandatory categories in the AODA.

Wheel-Trans continues to add 7M ProMaster buses to the fleet. There are now over 100 with only a few left to be delivered.

The Covid update included that Wheel-Trans will continue to monitor the public health environment over the coming months and will re-implement safety related COVID policies if deemed necessary by local public health officials and TTC Safety.

Questions and Comments from the Committee

A member asked for clarification on the 7M ProMaster buses, asking if there was more than one kind of bus. Cameron explained that there are two kinds of buses, the 6M ProMaster, which has been in service for four or five years and is a smaller minibus. The 7M Promaster buses have been delivered in the last couple of years; there are approximately 115 of each bus in service right now. By the end of 2024, Wheel-Trans will begin replacing the 6M ProMasters as they come to the end of their lifespan. The member asked if the 6M and 7M were built by the same manufacturer and Cameron confirmed both are built by Creative Carriage. He noted that the next step will be moving to electric buses; Wheel-Trans has two pilot vehicles coming into service later in the year and they will take back lessons from those buses so that in three years, they will start on delivery of electric buses.

A member asked if the buses have winter tires or if there is measures that they take to prepare and keep passengers safe. Cameron will take this back and report back to ACAT.

A member asked about the seatbelts on the new buses requiring the driver to strap in passengers by leaning over them and asked if there was a reason they had to be mounted that way. Cameron is unsure of the answer and will find out and report back to ACAT.

A member commented on issues with the sound cutting out while using the Wheel-Trans app, which seems to happen to people using the screen reader voiceover. Ross Visconti, Project Manager, Wheel-Trans, commented that this has been submitted to the app designer with the assistance of the CNIB providing an example and they will work on this to get it fixed.

9. 2024 ACAT Executive Election Results

ACAT Executive elections were held on January 15, 2024. The Committee re-elected Anita Dressler as the Chair and elected Betty Rivington-Law and Erica Tanny as Co-Vice Chairs. Anita Dressler thanked the members for their trust and is glad to be working with Betty and Erica again as the Vice-Chairs. The Chair encouraged members to reach out if they need anything by phone or email at any time.

10. Deputation

Nil.

11. Review of Correspondence

Nil.

12. 2024 ACAT Meeting Dates

The meeting dates were provided for members for the upcoming year 2024.

13. Subcommittee Reports, Highlights and Updates:

Communications Subcommittee (CS)

The members chosen for the Communications Subcommittee include: Michelle Pena Escobar, Oda Al-Anizi, Renate Bradley, Frank Lockhart, Lavarnan Mehavarnan, Maria Marin, Erica Tanny, Angela Marley and Tammy Adams. Heather Brown gave some context on what the Communications Subcommittee has been working on.

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

Design Review Subcommittee (DRS)

The members chosen for the Design Review Subcommittee include: Roberta Butler, Paul Manna, Tammy Adams, Debbie Gillespie, Angela Marley, Chau Sheung Wong, Lori Bailey, Wangari Muriuki, and Mei Hung. Jeff Short noted some past items that have been dealt with in 2023 and some items that might be upcoming.

The next meeting will be February 13, 2024 at 1:30 to 3:30 and meetings are planned for the 2nd Tuesday of every month.

Service Planning Subcommittee (SPS)

The members chosen for the Service Planning Subcommittee include: Anita Dressler, Wangari Muriuki, Betty Rivington-Law, Erica Tanny, Howard Wax, Debbie Gillespie, Bobbi Moore, and Maria Marin. Jeff Short noted some past items that have been dealt with in 2023 and some items that might be upcoming and some of the typical items that are brought to Service Planning. They are still working to find a date that fits the schedules of the members for their meetings.

Questions and Comments from the Committee

A member inquired about the news release regarding subway service in Scarborough and the delay to the busway that is meant to replace the Line 3 SRT (Scarborough Rapid Transit). Members wondered what the impact to Wheel-Trans users would be? What contingency plans have been implemented to ensure service impacts are limited?

Members also wondered if the continuous delays will impact the deployment of Family of

Services (FOS).

Cameron Penman addressed some of the questions. In response to the first point about how Wheel-Trans will be affected by the busway, and stated that the door-to-door paratransit will not change or be greatly affected. It will mostly affect the FOS and conventional system riders. TTC is working with their conventional partners and the capital program that will be funding the busway as well as the Scarborough subway group and they will be working with them until the subway is built. TTC hopes that the Wheel-Trans customers will not be overly affected. TTC is always taking feedback and implementing changes where necessary, working with all departments to address issues that come up. There is no timeline for the implementation of mandatory FOS, and these issues will be a huge factor on the decision.

Wheel-Trans Operations Subcommittee (WTOS)

The members chosen for the Wheel-Trans Operations Subcommittee include: Lori Bailey, Mei Hung, Chau Sheung Wong, Howard Wax, Anita Dressler, Frank Lockhart, Lavarnan Mehavarnan, Bobbi Moore and Betty Rivington-Law. Levenson Lincoln gave a short explanation of what the WTOS subcommittee covers, what past projects were looked at and some potential upcoming projects.

The meeting dates will be the 2nd Wednesday of every month with the first meeting being scheduled for February 14, 2024 at 1:00 to 3:30 p.m.

Questions and Comments

A member suggested that Levenson Lincoln explain what WTOS stands for. He explained that it stands for Wheel-Trans Operations Subcommittee for the new members.

A member also commented that the subcommittees are currently being held virtually, they will see if that continues.

14. Outstanding Items

a. Recommendation for Honorarium:

This item was deferred to Q1 2024 for an update. Cameron Penman has reached out to the City Clerk regarding the honorarium decision made by the City. New members were given a historical perspective of the honorarium.

b. Scarborough City Centre Motion

Matt Hagg, Manager, Customer Policy, Strategy & Foresight, explained that ACAT will be part of a new round of Scarborough Subway Extension consultation this year, which may address the concerns raised in the motion.

Alexandra Nicastro was asked to circulate the motion from the March 2023 ACAT General Meeting for information.

c. Recommendation to Honour Sam Savona

This was brought up as Sam Savona was a founding member of ACAT and ACAT recommended a permanent memorial be displayed. Cameron Penman stated they are still looking into this and hope to have an answer by Q2 2024.

A member recommended that there was a plaque created in 2014/2015 to honour Susan Davidson, a late ACAT Chair, that was intended to have room for additional names. They suggested looking for this and a picture that was presented to Sam Savona by the TTC Board that could also be added where appropriate.

15. Other/New Business

a. ACAT Meeting Method Update

Alexandra Nicastrro will send the meeting dates to the subcommittee members. The Chair reminded the subcommittees that each one has a chair, and the elections will be held at the first meeting.

b. Mandatory AODA Training

All employees and volunteers are required to complete the mandatory AODA training. Howard Wax recommended that ACAT members should be required to take the training annually, and Anita Dressler stated that this is good for refreshing everyone's memories annually, as well as new members. Anita also advised that when the training is complete (the link was sent to members by Howard Wax), a certificate of completion is presented, which members are being asked to print or email to Alexandra Nicastrro for inclusion in the ACAT files.

A motion by Howard Wax that the online AODA accessibility training required by the City of Toronto be adopted by ACAT to provide the free online training program annually and submit the certificate of completion at the end of the course to ACAT and the TTC.

Seconded by Bobbi Moore.

8 in favour
2 against
Carried

Jeff Short clarified that this discussion is whether the AODA training should be annual, not just for new members. It is the same training that the TTC staff is required to complete, but would now be considered annually for ACAT members, returning and incoming. Unconscious Bias training will be held at the same time as AODA training.

A member commented that this means that every member will have to take this mandatory AODA training every year, and the City staff and TTC staff only have to take

it once. This doesn't make sense and this member did not see the point in doing this training annually.

Discussion of the unconscious bias training will follow this meeting "in camera."

16. Next Meeting

The next ACAT General Meeting is scheduled for Thursday, February 29, 2024.

17. Adjournment

The meeting was adjourned on a motion by Bobbi Moore at 2:40 p.m.

Cindy Edwards
Recording Secretary

TORONTO TRANSIT COMMISSION
COMMITTEE MINUTES

APPROVED

Minutes of Meeting: ACAT General Meeting
Meeting Date: Thursday, February 29, 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
Lori Bailey
Bobbi Moore
Howard Wax
Maria Marin
Lavarnan Mehavarnan
Frank Lockhart
Tammy Adams
Angela Marley
Chau Sheung Wong
Wangari Muriuki

Pool Members Michelle Pena Escobar
Roberta Butler
Paul Manna
Oda Al-Anizi

Regrets Renate Bradley

TTC Representatives: Joanne DeLaurentiis, Vice Chair, TTC Board
Gary Downie, Chief Capital Officer
Cameron Penman, Head, Wheel-Trans
Matt Hagg, Manager, Customer Policy, Strategy & Foresight
Dean Milton, Manager, Strategic Initiatives, Wheel-Trans
Levenson Lincoln, Assistant Manager, Customer Service,
Wheel-Trans
Sofia Rizzo, Customer Communication Specialist
David LoPresti, Manager, Contracted Taxi Services, Wheel-
Trans
Jeff Short, Senior Accessibility Planner
Lodon Hassan, Divisional Manager, Customer Service,
Wheel-Trans

Wendy Reuter, Chief of Strategy & Customer Experience Officer

Shima Eghanian, Operations Manager, Streetcar Maintenance

Adrian Grundy, Senior Communications Advisor, Corporate Communications

Warren Rupnarain, Accessibility Consultant, Diversity

Oma Okolocha, Coordinator, Human Rights & Investigations

Ross Visconti, Project Manager, Wheel-Trans

Stephan Boston, Chief Instructor, Bus Training

Mark Biamonte, Director, Emergency Management & Fire Safety

John Boucher, Manager, Vehicle Maintenance, Lakeshore Garage

Betty Hasserjian, Chief Safety Officer

Mohammed Shaikh, Divisional Manager, Transportation, Wheel-Trans

Alexandra Nicastro, Administrative Assistant, Wheel-Trans

Sneha Madhuri, Communications Advisor, Corporate Communications

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 Minutes
- 6/ Remarks from TTC Executive
- 7/ Fire Safety – E-Bikes and Scooters Evacuation Process
- 8/ Remarks from ACAT Chair
- 9/ Wheel-Trans Transformation Update from Cameron Penman
- 10/ Outstanding Items
- 11/ Deputation: Nil
- 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
 - b. TAAC Motions Overview
 - c. Meeting Minutes
- 15/ Next Meeting – Thursday, March 28, 2024
- 16/ 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: Angela Marley
Seconded: Howard Wax
Carried.

5. Review and Approval of January 26, 2024 Minutes

This item was deferred to next meeting.

6. Remarks from TTC Executive – Wendy Reuter

Wendy Reuter, Chief of Strategy & Customer Experience Officer described her role and updated ACAT on the recently launched Ontario One Fare Program.

Questions and Comments

In response to member questions, Wendy confirmed that all transit agencies which share a municipal border with Toronto are included in the One Fare Program, including Durham Region Transit. This includes conventional and specialized accessible transit with the exception of Peel Region TransHelp (para-transit service), which is excluded because it does not use PRESTO.

With respect to GO Transit, the TTC fare is reimbursed when transferring to GO.

Further details can be found on the TTC website.

At present, this program is funded by the Ontario Government for two (2) years.

7. Fire Safety – E-Bikes and Scooters Evacuation Process

Mark Biamonte, Director of Emergency Management & Fire Safety gave a presentation on the E-bike incident that took place at Sheppard-Yonge Station, on the subway train on December 31, 2023 and on the train evacuation procedures.

Questions and Comments

A member asked if there were firefighting tools on board the trains and Mark Biamonte confirmed there were.

A member raised a concern regarding the lack of legislation and policy on bikes and e-bikes, particularly as E-bikes are allowed in the body of TTC vehicles, though not during peak hours. Further work is to be done by TTC on this.

It was noted that image descriptions are required for presentations and presentation materials must be received by committee members in advance. This is necessary for full participation by committee members.

8. Remarks from ACAT Chair

Anita Dressler welcomed everyone and congratulated the new Chairs of the Subcommittees. Anita encouraged members to attend upcoming events and presentations that interest them.

9. Wheel-Trans Transformation & update from Cameron Penman

Cameron Penman, Head, Wheel-Trans, provided a Wheel-Trans update. The TTC budget was recently approved by City Council. Three additional Travel Trainers have been approved, bringing the total to four.

The Request for Information (RFI) for the new AVL and IVR systems is expected to be issued within the next two weeks. A subsequent Request for Proposals (RFP) for the new systems is expected to be issued later in the year.

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

The registration campaign continues to progress successfully. Approximately 400 additional legacy customers have re-registered in 2024, bringing the total to over 14,000 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 100 of the newer buses in service,

10. Outstanding Items

1. Recommendation for Honoraria:

Cameron Penman provided an update on the honoraria for ACAT members. It was recommended to follow what the City of Toronto compensates their advisory committees.

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.

11. Deputation

Nil.

12. Review of Correspondence

Nil.

13. Subcommittee Reports, Highlights and Updates:

Communications Subcommittee (CS)

Sofia Rizzo, Customer Communication Specialist gave the report for the meeting held February 1, 2024.

Chair to be elected at the March Communications Subcommittee Meeting, subject to achieving quorum.

There was an overview of the 2023 Communications Subcommittee's activities. Some upcoming projects include the annual Wheel-Trans Customer Satisfaction survey, Access Newsletter.

The next meeting will be held on March 7, 2024, at 1:00 p.m.

Questions and Comments from the Committee

Members asked for a copy of the Diversity and Inclusion presentation. TTC staff is continuing to meet with Metrolinx to find a solution to the signage issues, and this seems to be going well

Design Review Subcommittee (DRS)

Lori Bailey, Chair for the DRS deferred her update to the next ACAT General Meeting.

The next meeting will be March 12, 2024 at 1:30 p.m.

Service Planning Subcommittee (SPS)

Debbie Gillespie, recently elected Chair for the SPS gave the report for the meeting held February 20, 2024. She expressed her anticipation to working with subcommittee members and TTC staff to ensure accessibility continues to be top of mind in all areas of service planning at the TTC.

Jeff Short, Senior Accessibility Planner and staff liaison to the subcommittee provided an overview of the responsibilities and highlighting work completed in 2023 along with ongoing initiatives for 2024.

A member raised the question of extending the Wheel-Trans service area to match the conventional service provided to certain destinations and she indicated that the TTC will bring this back to ACAT at a future meeting.

The next meeting will be held on March 19, 2024, at 2:00 p.m.

Questions and Comments from the Committee

There was discussion of the status of mandatory securement on buses and Jeff Short indicated they are looking at policies currently in place by transit agencies in Canada and abroad.

Wheel-Trans Operations Subcommittee (WTOS)

Mei Hung, newly elected Chair for WTOS gave the report for the meeting held February 14, 2024.

Levenson Lincoln, Assistant Manager, Customer Service, Wheel-Trans, introduced the Wheel-Trans Operations Subcommittee and reviewed WTOS projects. Ross Visconti, Wheel-Trans Project Manager, provided updates on the 2023 and 2024 prospective IT projects.

Marco Iorfida, Scheduling and Policy Specialist, Wheel-Trans gave an update on the Wheel-Trans stops and landmarks. Dean Milton, Manager, Strategic Initiatives, Wheel-Trans, gave an update on the FOS ridership and re-registration of legacy customers.

Wheel-Trans will resume its pre-pandemic Fare Enforcement Policy on March 1, 2024. At the Quarterly Executive Meeting, the Chair raised concerns about Wheel-Trans service areas mirroring conventional buses, particularly North of Steeles.

The next meeting will be held on March 13, 2024, at 1:00 p.m.

14. Other/New Business

a. AODA Motion

This item was deferred to the March 2024 meeting.

b. TAAC Motions Overview

Three motions were approved by the TTC Board at their February 22, 2024, meeting.

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. This is to be done 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.

Questions and Comments

Background on the TAAC motions were provided.

It was noted that TTC Staff need to update the station descriptions on the website and specifically at Kennedy Station. Dean Milton will take this back this recommendation and report back to ACAT.

A member commented that having this updated station layout in writing on the TTC website would be beneficial and will help all customers, including those with accessibility needs.

The Chair also thanked the TTC staff for supporting the Seniors Active Living Fair at the Bernard Betel Centre on March 13, 2024, which will help re-registration efforts and introducing the service to new customers.

c. Meeting Minutes

The January ACAT General Meeting minute approval has been deferred for editing.

15. Next Meeting

Next ACAT General Meeting: Thursday, March 28, 2024.

16. Adjournment

Meeting adjourned by motion by Debbie Gillespie at 2:35 p.m.

Prepared by:

Cindy Edwards,

Recording Secretary

TORONTO TRANSIT COMMISSION
COMMITTEE MINUTES

APPROVED

Minutes of Meeting: ACAT General Meeting
Meeting Date: Thursday, March 28, 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
Lori Bailey
Bobbi Moore
Howard Wax
Maria Marin
Lavarnan Mehavarnan
Frank Lockhart
Tammy Adams
Angela Marley
Chau Sheung Wong
Wangari Muriuki

Pool Members Michelle Pena Escobar
Paul Manna
Oda Al-Anizi
Roberta Butler

TTC Representatives: Shakira Naraine, Chief People Officer
Cameron Penman, Head, Wheel-Trans
Levenson Lincoln, Assistant Manager, Customer Service,
Wheel-Trans
Sofia Rizzo, Customer Communication Specialist
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
Ross Visconti, Project Manager, Wheel-Trans
Stephan Boston, Chief Instructor, Bus Training

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

John Prosser, Manager, Transit Operations

Ramsha Mughal, Project Coordinator, Strategy & Foresight

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 and February 29, 2024 Minutes
- 6/ Remarks from TTC Executive
- 7/ Remarks from ACAT Chair
- 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
 - Service Planning
 - Wheel-Trans Operations
- 13/ Other/New Business
 - a. Terms of Reference Update
 - b. AODA Motion
- 14/ Next Meeting – Thursday, April 25, 2024
- 15/ 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

Agenda amended to move item 6, Executive Remarks on the agenda to accommodate Executive's schedule.

Motion to approve the agenda as amended: Debbie Gillespie

Seconded: Howard Wax

Carried: agenda approved.

6. Remarks from TTC Executive – Shakira Naraine

Shakira Naraine, Chief People Officer described her role and updated ACAT on the ongoing negotiations with the Unions.

Questions and Comments

Nil.

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

These minutes were deferred to the April 25, 2024 meeting.

7. Remarks from ACAT Chair

The Chair welcomed everyone and congratulated Frank Lockhart on his election as Chair of the Communications Subcommittee. The Chair encouraged members to attend upcoming events and presentations that interest them and looked forward to Q2 and the upcoming presentations.

8. Wheel-Trans Transformation & update from Cameron Penman

Cameron Penman, Head, Wheel-Trans, provided a Wheel-Trans update. The TTC is conducting in person and online community consultations for Wheel-Trans and Family of Services. The online survey would be available until April 30, 2024.

The Request for Information (RFI) for the new AVL and IVR systems was posted today and is expected to be posted for one month. A subsequent Request for Proposals (RFP) for the new systems is expected to be issued later in the year.

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

The re-registration campaign continues to progress successfully. Approximately 400 additional legacy customers have re-registered in 2024, bringing the total to over 14,000 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 120 of the newer buses in service, with a total expected when complete of 137.

Questions and Comments from the Committee

A member asked whether additional services will be added to the "Where is my Ride" feature on the Wheel-Trans Mobile App. Ross Visconti, Project Manager, Wheel-Trans confirmed they are currently working on adding additional vehicles.

A member asked if these additions would include sedans and accessible taxis and Ross confirmed both, however, the sedans are expected to take longer due to the high number. Once completed, the buses and accessible taxis will cover 80% of all Wheel-Trans services.

A member commented that they would be sitting on the public consultation panel as a representative of ACAT, as they use the conventional system. They asked that any members of ACAT that would be willing to share their experiences using the conventional system and the Family of Services would be welcome to share those to provide more feedback.

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

Nil.

12. Subcommittee Reports, Highlights and Updates:

Communications Subcommittee (CS)

Frank Lockhart, Communications Chair, gave the report for the meeting held March 7, 2024.

Frank Lockhart thanked Maria Marin for her leadership last year heading the Subcommittee. He summarized the meeting starting with the presentation by Sofia Rizzo, Customer Communications Specialist regarding the outreach and communication strategy for ACAT recruitment for 2025. Sneha Madhuri, Communications Advisor, gave an update on the newsletter. It was suggested that personal stories could be added to make the newsletter more engaging, but space was an issue. Jeff Short, Senior Accessibility Planner made some suggestions on other ways to get the stories out to the public.

The next meeting will be held on April 4, 2024, at 1:00 p.m.

Service Planning Subcommittee (SPS)

Debbie Gillespie, SPS Chair gave the report on the meeting held on March 19, 2024.

Jeff Short, Senior Accessibility Planner provided two updates from Wendy Reuter, Chief of Strategy & Customer Service. These included the 5-Year Service Plan, which provided a 25-Point action plan that came out of the consultations, and noted this plan only relates to the conventional system.

The second update was regarding the PRESTO-enabled Support Person Card. Wendy Reuter noted the TTC is finalizing the card's design. Questions relating to the new card were answered. Jeff provided an overview of the 5-Year Accessibility Plan consultations and summarized feedback and next steps. New business included a comment on the excessive salt at outside stops and stations and the search for a location for the 2024 Public Forum on Accessible Transit. Finally, there was an update on the closing of escalators at Spadina Station and the communication plan for informing customers.

The next meeting will be held on April 16, 2024, at 2:00 p.m.

Questions and Comments from the Committee

Jeff Short confirmed that the notice of closing of the escalator at Spadina Station communication was sent to all ACAT members.

A member asked regarding the update on the PRESTO-enabled Support Person Card, recommending that an explanation on the card for members and what it did would be helpful. Jeff summarized the card would be held by the customer and given to any support person they are with on a trip when they require assistance.

A member asked for further clarification on the PRESTO-enabled Support Person Card. Jeff confirmed that the card would be held by the customer requiring assistance and would be linked to their card, with the customer's photo on it, enabling the card holder and their Support Person to travel on one fare.

A member asked for clarification on the difference between the 5-Year Service Plan and the 5-Year Accessibility Plan. Jeff the Service Plan is about the TTC's plans to make adjustments to its service offerings and also addressing the customer experience on a broader level, while the Accessibility Plan focuses on accessibility.

It was recommended that all members get a copy of the 5-Year Service Plan.

Wheel-Trans Operations Subcommittee (WTOS)

Mei Hung, WTOS Chair, gave the report for the meeting held March 13, 2024.

Dean Milton, Manager, Strategic Initiatives, Wheel-Trans gave a presentation regarding the three motions approved by City Council, the TTC Board, and provided the TTC's plans for implementation. He summarized their strategy for implementation that included outreach in different facilities, which was supported by WTOS. ACAT members were encouraged to attend the employee town halls being held to bring their lived experience to Operators.

Natalie Francis, Manager, Planning and Policy provided an update on their work to ensure the Line 5 stops are following the TTC standard.

Levenson Lincoln, Assistant Manager, Customer Service, Wheel-Trans summarized the complaints for February 2024 and feedback was provided by members.

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

Questions and Comments

A member asked for clarification on the TTC outreach to long term care homes. Levenson Lincoln explained TTC staff will be going to different locations throughout the year to aid customers that need help with applications, services, etc.

Design Review Subcommittee (DRS) – February Update

Lori Bailey, DRS Chair, provided the February 13, 2024 update.

Jeff Short provided an overview of the DRS, highlighted projects and initiatives discussed in 2023 and upcoming projects.

The next meeting will be March 12, 2024 at 1:30 p.m.

Questions and Comments

Members had questions on the touch screens being installed in elevators and provided feedback on the non-upholstered seat pilot project.

Members inquired about who is responsible for third party entrances in facilities owned by Metrolinx, this will be brought to a future meeting.

There were also questions from members regarding the Multi-Year Accessibility Plan.

Design Review Subcommittee (DRS) – March Update

Lori Bailey, DRS Chair, provided the March 12, 2024 update.

The City of Toronto's Cycling and Pedestrian Projects team provided a presentation and members asked questions and gave feedback to the presenters. This included suggestions on the curb at Prince Edward and Montgomery, weekend Wheel-Trans accessibility to High Park, and the intersection of Dan Leckie Way and Queens Quay, which they noted already has a project ready to begin.

A member suggested they investigate accessible boarding zones at subway stations, specifically North York. The subcommittee discussed floating bus stops with City staff and made suggestions on stop pole locations and accessibility. City staff were encouraged to push Metrolinx to get the Accessible Pedestrian Signal audible messaging in place prior to the opening of Line 5.

Jeff Short gave an overview presentation on the new Scarborough Subway Extension. Jeff also confirmed the fare gate software update to extend the time is expected in Q3 2024.

The next meeting will be April 2, 2024 at 1:30 p.m.

Questions and Comments from the Committee

Members posed questions that asked about detail on the rest areas of the Scarborough Subway Extension.

13. Other/New Business

a. Terms of Reference Update

A copy of the updated Terms of Reference was provided for review and members were asked to provide any feedback so that it is ready for implementation after the July 2024 TTC Board meeting.

Questions and Comments from the Committee

A member asked that when a document is sent for review, not to highlight the changes as this is not read properly by screen readers; it is much easier to add the comment section. The proposed changes will be sent out in an accessible format.

A member had some concerns that this review of the Terms of Reference is too early, it is usually done at the end of the year. It was explained that to smooth the transition of the potential Honoraria, the TTC Board would require this information prior to approving the budget, which will be done in July 2024.

A member commented that it was their understanding that the Board needed to approve the information being requested, in this case the budget increase for the honoraria and allow changes if they request it. When they had made their decision, the Terms of Reference are then changed, not before. They commented that asking for feedback online does not allow discussion from the ACAT members. Cameron Penman, Head, Wheel-Trans, explained that was why it was brought up at this meeting, to provide members with an opportunity to comment and discuss.

The Chair confirmed that any changes being submitted by members would be circulated to the other members. Cameron Penman confirmed that if the ACAT members prefer, they could wait to make the honorarium changes to the Terms of Reference after approval of the 2025 TTC budget.

The Chair stated that Alexandra Nicastro, Administrative Assistant, circulated an email relating to “boomer buggies” which would be delegated to the WTOS for further discussion.

b. AODA Motion

This discussion is ongoing and the members agree it would be deferred to the April 2024 meeting.

c. Kennedy Station

A member raised the issue of accessibility at Kennedy Station and the Kennedy GO Station, as the elevator is not yet in service and appears to be waiting for the implementation of Line 5. Jeff Short confirmed that these elevators are waiting for the Line 5 opening and explained that Metrolinx provides a shuttle for barrier free access. This item would be delegated to the DRS for additional discussion.

d. Dundas Station

A member explained that Dundas Station has accessible access only through an underground garage that is not staffed and is a third-party entrance that have security issues. The Chair recommended delegating this item to the SPS for discussion, as safety is a very important issue.

14. Next Meeting

Next ACAT General Meeting: Thursday, April 25, 2024.

15. Adjournment

Meeting adjourned by motion by Debbie Gillespie at 2:39 p.m.

Cindy Edwards

Recording Secretary