



Advisory Committee on Accessible Transit

August 29, 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 June 27, 2024 and July 25, 2024 to the September 24, 2024 Board Meeting for information. At the June meeting, major topics included an update on the opening of the Donlands Station elevators taking place the following week; amendments and review of the ACAT Terms of Reference; and an update on the review of Wheel-Trans' cross-boundary policy.

During the July meeting, information on the adjusted 203 High Park bus route was provided; updates on Wheel-Trans bookings and upgrades to the new Automatic Vehicle Locations were reviewed; and members gave commendations to their Wheel-Trans operators.

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

Communications Subcommittee

Communications Subcommittee meeting did not take place this month.

Design Review Subcommittee

- There was a presentation on PRESTO's offerings and members were asked for their feedback on accessibility features.
- A presentation on the Eglinton Station metal platform screens and pinch points where the subway was extended was provided to members. Suggestions such as extending the metal screens will be taken back to TTC staff.

Service Planning Subcommittee

- A presentation by Service Planning on the High Park seasonal bus service was provided to members, as the route does not stop at an accessible subway station. ACAT members made a suggestion to use Keele Station to accommodate accessibility to High Park. High Park station is not accessible at this time.
- The PRESTO Support Person Card was discussed with an update from the Quarterly Executive meeting. TTC is expected to report back to ACAT in September with an update.

Wheel-Trans Operations Subcommittee

- A presentation was given relating to the High Park seasonal bus service to the subcommittee. Member comments were similar to feedback from the Service Planning Subcommittee. ACAT Executives have called for immediate action on this route.
- The 2024 Customer Satisfaction Survey results were reviewed. The vast majority of customers are satisfied, 85% gave a high satisfaction score.

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

Communications Subcommittee

- Staff from Elevating Devices and Communications attended the meeting to speak to members' concerns regarding informing customers of outages at stations. The discussions included the importance of escalators, considering them an AODA device, and ways that TTC can communicate to customers regarding outages affecting access.
- TTC's Public Forum on Accessible Transit is taking place in September.
- Information on Life Services – a call-in center that updates the latest elevators, escalators, and accessibility outages, was provided. A presentation is to be made at a future meeting.

Design Review Subcommittee

- City of Toronto Cycling and Pedestrian department made a presentation on floating bus stops and detailed the standards they have taken into account to improve safety of crossing the bikeways.
- A presentation on the design of public spaces standards was provided to members. TTC has an opportunity to provide feedback and a summary to ACAT Design Review Subcommittee for review and input.
- Issues were found with pre-boarding announcements. This is being worked on by the software designers.

Service Planning Subcommittee

- City of Toronto staff made a presentation on the winter maintenance performed by the City of Toronto and TTC. This presentation included the report on snow removal performance last year, the development of a major snow event response plan, and recommendations for the future.
- Members spoke to heavy salting provides difficulty for individuals to travel, ensuring intersections and areas around the poles where APS buttons are located, are clear not just the bus stop and side walk.
- In specific locations, the Special Constable team have dedicated team members onsite to patrol the barrier free paths at third party entrances.

Wheel-Trans Operations Subcommittee

- 203 High Park seasonal bus route has been adjusted to stop at Keele Station. This has been listed in the conventional system on the TTC website.
- Issues still found on Wheel-Trans Mobile App in regards to the voice over capabilities and work continues with the vendor in order to find a solution.

Thank you.

Sincerely,

Anita Dressler
2024 ACAT Chair

TORONTO TRANSIT COMMISSION
COMMITTEE MINUTES

APPROVED

Minutes of Meeting: ACAT General Meeting
Meeting Date: Thursday, June 27, 2024
1:00 p.m. to 3:30 p.m.

Location: Hybrid meeting via Teams

Present: Erica Tanny, ACAT Co-Vice Chair
Betty Rivington-Law, ACAT Co-Vice Chair
Mei Hung
Debbie Gillespie
Bobbi Moore
Maria Marin
Angela Marley
Lori Bailey
Frank Lockhart
Chau Sheung Wong
Wangari Muriuki

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

Regrets: Anita Dressler, ACAT Chair
Howard Wax
Tammy Adams
Lavarnan Mehavarnan

TTC Representatives: Gary Downie, Chief Capital Officer
Cameron Penman, Head, Wheel-Trans
Levenson Lincoln, Assistant Manager, Customer Service,
Wheel-Trans
Heather Brown, Director, Customer Experience, Marketing
and Customer Experience
Lodon Hassan, Divisional Manager, Customer Service,
Wheel-Trans
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
Ross Visconti, Project Manager, Wheel-Trans
Esther Okunowo, Investigator and Advisory, Human Rights
& Investigations

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, and May 30, 2024, Minutes
- 6/ Remarks from TTC Executive
- 7/ Remarks from ACAT Chair
- 8/ Wheel-Trans Transformation Update from Cameron Penman
- 9/ ACAT Terms of Reference Proposed Changes
- 10/ Outstanding Items
- 11/ Deputation: Nil
- 12/ Review of Correspondence: Nil
- 13/ Subcommittee Reports, Highlights and Updates
 - a. Communications
 - b. Design Review
 - c. Service Planning
 - d. Wheel-Trans Operations
- 14/ Other/New Business
 - a. Wheel-Trans Cross-Boundary Route Status Update
 - b. AODA motion
 - c. Wheel-Trans Access Hubs
- 15/ Next Meeting – Thursday, July 25, 2024
- 16/ Adjournment

6. Remarks from TTC Executive – Gary Downie, Chief Capital Officer

Gary Downie, Chief Capital Officer announced that the Donlands Station elevator would be ready to transport passengers by next week, Castle Frank and Glencairn later this year. As soon as they have more information, they will pass this along to the ACAT members. Updates at Bloor-Yonge are being worked on, including the full height platform edge doors. When more information is available, the TTC would come back to the ACAT Committee. Gary noted that for now, the doors could only be installed on Line 1 as Line 2 does not have the ATC system to support the train stopping at the doors. TTC expects to take the business case for the pedestrian edge doors to the Board for an update later this year. Finally, TTC is working closely with Metrolinx on the Provincial subway projects to ensure compliance with the TTC accessibility and sign standard.

1. Call to Order/Attendance

Erica Tanny, ACAT Vice-Chair called the meeting to order at 1:10 p.m. Attendance was taken.

2. Land Acknowledgement

A member read the Land Acknowledgement.

3. Declaration of Conflict of Interest

Nil.

4. Approval of Agenda

Motion to approve the agenda as amended on item 6: Debbie Gillespie
Seconded: Betty Rivington-Law
Carried: agenda approved.

5. Review and Approval of April 25, 2024 and May 30, 2024 Minutes

Motion to approve the Minutes of April 25, 2024 as amended: Betty Rivington-Law
Seconded: Bobbi Moore
Carried: Approved.

Motion to approve the Minutes of May 30, 2024 as amended: Angela Marley
Seconded: Betty Rivington-Law
Carried: Approved.

7. Remarks from ACAT Chair

Erica Tanny, Acting Chair, gave a few updates. The TTC Board approved the March and April ACAT General minutes. The first was regarding themes that emerged from the subcommittees that involved people with sensory and audio issues and the effect of rerouting, either planned or unplanned.

Acting Chair noted the Executives are advocating to the TTC Board regarding issues that have been highlighted recently, specifically regarding immediate action on the High Park Seasonal route.

The Executives have also been advocating for a smooth transition between the One Fare Program's participating transit agencies to assist people with disabilities ease of transferring between agencies. ACAT Executives are also advocating for the PRESTO support person card, balancing the concerns of the TTC Board on potential misuse of the card and equity and dignity to travel the transit system.

Questions and Comments

A member wondered about the process for the discussions at the subcommittee level on sensory disabilities would be conveyed to the Executives. Acting Chair explained they had not yet gotten this far.

A member asked for clarification on the support person card and the issues that were being discussed. It was confirmed that this included cross jurisdictional transitions that allow ease of all systems recognising the same card and fare. Confirmation was provided that major issues are integration and ease of transition/use.

Acting Chair confirmed that the PRESTO fare payment card and the support person card is not tied together technologically and could be used separately. The concern is that not every customer has control of their support person card and this might open up issues with abuse.

A member asked for clarification on the Executives discussions regarding the High Park service. Acting Chair confirmed that the ACAT Executives pressed the importance of immediate action to provide accessible service at the station, and recommended it also stop at Keele Station, as well as High Park Station.

8. Wheel-Trans Transformation & Update from Cameron Penman

Cameron Penman, Head, Wheel-Trans, acknowledged that the Chair was absent, and gave best wishes that she is back in her role next month.

Phases 5-8 of the Reservations, Scheduling, and Dispatch software upgrades are in expected next year.

Staff are meeting with the consultants in early July regarding the new Automatic Vehicle Location (AVL) and Interactive Voice Response (IVR) systems RFIs. The consultant will present a summary of their findings so staff are aware of options. The

subsequent Request for Proposals (RFP) for the new systems are expected to be posted later this year.

The re-registration campaign continues to progress successfully. Approximately 1,400 additional legacy customers have re-registered in 2024, the target is 3,000 for the year.

Wheel-Trans continues to add additional 7m ProMaster vehicles to the fleet, with only a few Friendly Buses remaining. They will then move on to their next project, upgrading their fleet of gasoline buses to electric.

Cameron confirmed they have all four travel trainers on board, which will put Wheel-Trans in a good position to deal with customer demand for Travel Training. Finally, July and August are recruitment months for ACAT, applications are live soon.

9. ACAT Updated Terms of Reference

Acting Chair noted that a few amendments to the Updated Terms of Reference were proposed, but the timeline is short to approve and recommended discussion of two items in order to move these ahead.

a. 2.1 and 2.2(d) ACAT Membership – GTA member

The discussion is around whether a position on ACAT should be either set aside or added for a member that does not reside in Toronto, but uses the TTC on a frequent basis. using cross-boundary transit.

Questions and Comments from the Committee.

A member stated they could see it both ways, the benefit of the information on the cross-border traffic and also that having an even number of members might make voting difficult. They also noted that if an item comes up from a different area, the person may have little input. Other transit agencies have their own advisory committees and it might be better to form a relationship with them to discuss cross-border issues.

A member commented that there should not be different degrees of ACAT members, full members should have all of the responsibilities and voting ability of items brought before them.

The members wondered what the rationale had been for raising this issue and Cameron Penman explained it had come up in the past.

A member raised the point that by restricting the membership to Toronto residency, you would be limiting that membership to people who could afford to live in Toronto. This would restrict people who live outside of Toronto due to financial constraints. Also, what about people who live outside of Toronto, but on one side of the street into a neighbouring area.

A member did note that ACAT welcomes deputations if membership is kept the same, which would give people the opportunity to speak to ACAT.

The recommendation was to defer this discussion to July and to continue with the next item.

b. ACAT Honorarium

Acting Chair noted items 12.2 to 12.4 were to be discussed. These included rewording of 12.2 to remove the reference to T4 slips and instead refer to current CRA laws. The Committee members agreed to this linguistic change.

Section 12.2.2 a member commented that this point is confusing as it appears that members might get an honorarium based on attendance at meetings, which is not the case.

A member noted that this might be important for new members to understand. The Committee agreed that as long as this information is somewhere else, like orientation materials, it could be removed. This should also be a place for the T4 information. It was agreed to remove Section 12.2.2.

It was also agreed to remove the reference to the T4 in section 12.3.

Section 12.4 refers to Pool members receiving an Honorarium. TTC staff noted that the budget had not been extended to Pool members receiving the Honorarium, so this also adds budget constraints.

Although the Committee members acknowledged the important role that Pool members play in the work that ACAT did, it is important that this Terms of Reference be approved to go to the TTC Board next month. This item could be discussed for inclusion in the next revision.

Acting Chair assured Pool members that she would continue to raise that issue going forward and the Committee agreed to remove the wording in Section 12.4 that refers to Pool members for now and continue to review that going forward.

Motion to approve the amendments to Section 12 and the Terms of Reference is now approved to go forward to the Board: Bobbi Moore

Seconded: Betty Rivington-Law

Carried: Approved.

10. Outstanding Items

a. Scarborough Centre Station Motion

This item was deferred to Q3.

b. Sam Savona Tribute Update:

This item is deferred to 2025 for the completion of the elevators

11. Deputation

Nil.

12. Review of Correspondence

Nil.

13. Subcommittee Reports, Highlights and Updates:

Communications Subcommittee (CS)

There was no communications subcommittee meeting in June.

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

Design Review Subcommittee (DRS)

Lori Bailey provided the June 11, 2024 meeting update for the DRS.

Summary Highlights

A presentation by Jeff Short, Senior Accessibility Planner, Strategy & Foresight, made a presentation on PRESTO accessibility features. Members had some suggestions for the machines that include relocating the jack to keep it clean. The SSE outstanding items log was updated to include any new information. Jeff also made a presentation on pinch points noted on the Eglinton Station Subway platform and subcommittee members made suggestions on improving safety.

The next meeting is scheduled for July 9, 2024, at 1:30 p.m.

Service Planning Subcommittee (SPS)

Debbie Gillespie, SPS Chair gave the report for the meeting held June 13, 2024.

Summary Highlights

Jasmine Eftakhari, Acting Manager for Service Planning provided a presentation regarding the High Park Seasonal Service. Member feedback included: lack of communication from the TTC to customers, implementation of any suggestions already posed by ACAT, and lack of access to an accessible station. Jeff Short provided an Outstanding item list and provided updates. Jeff also provided updates on the 5-year Accessibility Plan and the Public Forum on Accessibility.

The next meeting is July 16, 2024, at 2:00 p.m.

Wheel-Trans Operations Subcommittee (WTOS)

Mei Hung, WTOS Chair, gave the report for the meeting held June 12, 2024.

Summary Highlights

Jasmine Eftakhari, Acting Manager for Service Planning provided a presentation regarding the High Park Seasonal Service. Dean Milton provided a summary of the 2024 Customer Service Satisfaction survey, which had a total of 2854 responses through both online and telephone interviews. Levenson Lincoln, Assistant Manager, Customer Service, Wheel-Trans provided a summary of the complaints for May, with a total of 290.

The next meeting is scheduled for July 10, 2024.

14. Other/New Business

a. Wheel-Trans Cross-Boundary Route Status Update

Cameron Penman updated the Committee that this policy is being discussed to ensure equity and equality. He noted they were also working on reducing transfer times, which have been 30 minutes, down to 15 minutes. He noted there are a lot of considerations that would go into this decision, including financial and would report back any updates.

b. AODA Training Motion

Motion will be revisited at the next meeting.

c. Wheel-Trans Access Hubs

Acting Chair noted that this item was raised by the Chair at a past meeting. It was agreed that this item should go to Wheel Trans Operations Subcommittee for further discussion.

15. Next Meeting

Next ACAT General Meeting: Thursday, July 25, 2024 at 1:00 p.m.

16. Adjournment

Meeting adjourned at 3:34 p.m. on a motion by: Wangari Muriuki

Cindy Edwards
Recording Secretary

TORONTO TRANSIT COMMISSION
COMMITTEE MINUTES

APPROVED

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

Location: Hybrid meeting via Teams

Present: Erica Tanny, ACAT Co-Vice Chair
Betty Rivington-Law, ACAT Co-Vice Chair
Mei Hung
Debbie Gillespie
Bobbi Moore
Angela Marley
Lori Bailey
Frank Lockhart
Chau Sheung Wong
Tammy Adams
Lavarnan Mehavarnan

Pool Members Michelle Pena Escobar
Paul Manna
Oda Al-Anizi

Regrets Anita Dressler, ACAT Chair
Wangari Muriuki
Maria Marin
Roberta Butler
Howard Wax

TTC Representatives: Dhaksayan Shanmuganayagam, Chief Information Officer
Cameron Penman, Head, Wheel-Trans
Lodon Hassan, Divisional Manager, Customer Service,
Wheel-Trans
Stephan Boston, Chief Instructor, Bus Training
Dean Milton, Manager, Strategic Initiatives, Wheel-Trans
John Boucher, Manager, Vehicle Maintenance, Lakeshore
Garage
Adrian Grundy, Senior Communications Advisor, Corporate
Communications
Natalie Francis, Manager, Planning and Policy
Shima Eghanian, Operations Manager, Streetcars
Omar Jabbar, Project Manager, Wheel-Trans
Ike Onuoha, Program Manager, Vehicle Programs

Michael Pimentel, Coordinator, Wheel-Trans Contracted Services

Michelle Edwards, Project Coordinator, Vehicle Programs

Nofil Nadeem, Investigator and Advisor, Human Rights

Mike Macas, Chief Engineer, Bus Procurement, Vehicle Programs

Mohammed Shaikh, Divisional Manager, Wheel-Trans

Wendy Reuter, Head of Research and Analytics

Alexandra Nicastro, Administrative Assistant, Wheel-Trans

Sneha Madhuri, Communications Advisor, Corporate Communications

Jasmine Eftekhari, Manager, Service Planning

Ross Visconti, Project Manager, Wheel-Trans

Josh Colle, Chief Strategy and Customer Service Officer

Jeff Short, Senior Accessibility Planner, 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 June 27, 2024, Minutes
- 6/ Remarks from TTC Executive – Dhaksayan Shanmuganayagam
- 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. ACAT Training and AODA Training Motion
- 14/Next Meeting – Thursday, August 29, 2024
- 15/Adjournment

1. Call to Order/Attendance

Betty Rivington-Law, ACAT Vice-Chair and Acting Chair, called the meeting to order at 1:07 p.m. Attendance was taken.

2. Land Acknowledgement

The Chair read the Land Acknowledgement.

3. Declaration of Conflict of Interest

Nil.

4. Approval of Agenda

Motion to approve the agenda: Debbie Gillespie
Seconded: Chau Sheung Wong
Carried: Agenda approved.

5. Review and Approval of June 27, 2024 Minutes

Minutes were put on hold for approval.

6. Remarks from TTC Executive – Dhakasayan Shanmuganayagam, Programmer Analyst, IT Department

Dhakasayan Shanmuganayagam, Chief Information Officer gave a short update regarding the recent TTC Board meeting in July. He further provided update on the IT department upgrades, noting that those improvements would further assist accessibility options within the TTC, including easier Wheel-Trans bookings and the upgrade to the onboard Automatic Vehicle Location (AVL).

Questions and Comments

A member commented on the station description information contained on the TTC website not being updated in a timely manner, specifically mentioning Kennedy Station, which did not have the updates that were implemented at the station in February. Josh Colle, Chief Strategy and Customer Service Officer will look into this as the website should be updated in a timely manner, and check other stations to ensure they are all up to date.

A member asked regarding the ongoing security concerns with large companies and the safety of customer information. Dhakasayan explained he cannot release any security

information, but confirmed that the TTC takes this very seriously and has measures in place to protect and mitigate any issues.

7. Remarks from ACAT Chair

Erica Tanny, Co-Vice Chair updated the Committee on the recent TTC Board meeting, highlighting some items discussed in the past at the Committee. This included a positive update to the 203 High Park bus route that would now be stopping at Keele Station, in addition to the existing stop at High Park Station and circuit around the park. Members were asked to take advantage of this route and provide feedback. She thanked Wendy Reuter and TTC Board Chair Jamaal Myers for their support and actions to put this into place quickly, as it would be starting July 28, 2024. She also thanked Commissioner Matlow for his comments regarding the importance of consultation with ACAT, and taking advantage of their significant expertise.

She noted that there were comments on the subway announcements being difficult to hear, which ACAT had also noted in the past, but the general population is now also raising these concerns. She raised the issue of people with sensory issues travelling on the TTC. There would be updates to the roaming staff in the stations and details will be forwarded to ACAT for future feedback.

There was a discussion on the platform edge doors, which highlight the project was costed globally over the system, not at any specific stations, and there is currently no budget to do this work and no timeline.

Questions and Comments

A member suggested that a presentation be made at a future ACAT General Meeting regarding the safety concerns raised by the member for customer information.

A member asked if the High Park seasonal bus route would be stopping at both Keele and High Park Stations next year as well. Erica Tanny confirmed this was her understanding, unless High Park Station becomes completely accessible.

8. Wheel-Trans Transformation & Update from Cameron Penman

Cameron Penman, Head, Wheel-Trans, gave a short update.

Staff have met with the consultants regarding the new Automatic Vehicle Location (AVL) and Interactive Voice Response (IVR) systems RFIs. They have requested that the timeline for implementation be brought forward and the Request for Proposals (RFP) for the new systems are expected to be posted later this year. He noted that they are close to signing the contracts for phases 5-8 of the reservations, scheduling, and dispatch software upgrades, which should also be ready for implementation next year.

The re-registration campaign continues to progress successfully. Approximately 1,500 additional legacy customers have re-registered in 2024, on pace for 2,800 this year.

Wheel-Trans has received all 137 7M Promaster buses and will be moving on to their next project, upgrading their fleet of gasoline buses to electric.

ACAT members were encouraged to spread the information about the ACAT membership drive for 2025 and Jeff Short encouraged Pool members that are interested in being full members to reapply.

Questions and Comments

A member asked if, prior to developing the Request for Proposal (RFP), they would be consulting the WTOS, specifically asking how they would be gathering the information. Cameron explained that it is a long process with many different ways of gathering information, including ACAT feedback.

9. Outstanding Items

a. Scarborough Centre Station Motion

This item was deferred to Q3.

b. Sam Savona Tribute Update:

This item is deferred to 2025 for the completion of the College station elevators.

10. Deputation

Nil.

11. Review of Correspondence

Nil.

12. Subcommittee Reports, Highlights and Updates:

Communications Subcommittee (CS)

Frank Lockhart, Chair for the Communications Subcommittee gave the report for the meeting held July 4, 2024.

There was a discussion regarding the elevator/escalator presentation and concerns regarding the timeliness and dissemination of information pertaining to planned and unplanned service outages. This involved the flow of communication to stakeholders and follow up with the frontline operators. Concerns arising from the discussion included communication to and from third party property managers and the TTC on

their accessibility devices. Service/Lift line information and Heather Brown would be following up on how it works, with or without customer service input and other details.

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

Design Review Subcommittee (DRS)

Lori Bailey provided the July 9, 2024 meeting update for the DRS.

Summary Highlights

Stephen Gagne, Senior Engineer, Cycling and Pedestrian Department, City of Toronto made a presentation on floating bus stops standards. He noted some of the current locations and the difference between integrated and floating bus stops, with a key difference being the location of the bike lanes in relation to the bus platform. Reference standards/documents were summarized, including a CNIB report on bus stop accessibility. Stephen Gagne will be taking back a few items. Members questioned whether bike riders would follow the rules and asked if the City has engaged any bike riders groups. Members also asked about the location of the poles and Accessible Pedestrian Signal (APS) buttons, and recommended reaching out to CNIB for assistance as they train people with vision loss to travel the TTC and would possibly have some good insights. Some suggestions were made for improvements.

Jeff Short gave a brief presentation on the Initial Recommendations from the Standards Development Committee for the AODA Design of Public Spaces Standard. Members were asked to read through the presentation and be prepared to make comments at the DRS meeting in August. In advance of that meeting, Jeff will ask DRS members to review a summary of TTC staff feedback on the recommendations.

Due to time constraints, Jeff Short only provided a few updates on the DRS Outstanding Items list.

The next meeting is scheduled for August 13, 2024, at 1:30 p.m.

Questions and Comments

A member asked for clarification on the floating bus stops and if the platforms would be large enough to accommodate mobility devices and/or ramp deployment to ensure people and/or ramps are not in the path of traffic. Jeff explained the details on the floating bus stops and confirmed that the platforms and stops will accommodate both the mobility devices and ramp deployment.

A member asked if the discussion around floating bus stops included the APS locations. Jeff confirmed that this is still being discussed, but the location was brought up and taken back by the City.

Service Planning Subcommittee (SPS)

Debbie Gillespie, SPS Chair gave the report for the meeting held July 16, 2024.

Summary Highlights

Charissa Iogna with the City of Toronto provided a presentation on winter maintenance snow clearing, sidewalks, roads and bus stops, with suggestions from SPS members. Outstanding Items were discussed and updates provided by Jeff Short.

The next meeting is August 20, 2024, at 2:00 p.m.

Questions and Comments

Jeff Short noted that they did have a staff member from Stations that attempted to join the meeting however, he had no power due to the significant rain storm that day. Stations and Special Constables staff will be invited to a future SPS meeting.

Wheel-Trans Operations Subcommittee (WTOS)

Mei Hung, WTOS Chair, gave the report for the meeting held July 10, 2024.

Summary Highlights

The TTC is working hard to keep the landmarks, stops, and the website updated. The number of complaints that Wheel-Trans received for June was 485. The software for the voice over system on iPhone is still under investigation for a solution, they are actively working on correcting the issue.

The next meeting is scheduled for August 14, 2024 at 1:00 p.m.

13. Other/New Business

a. AODA Training Motion

Motion will be revisited at the next meeting.

b. High Park Route - Update

Natalie Francis, Manager, Planning and Policy, summarized the changes to the route.

Questions and Comments

A member asked for clarification if after the park opens weekdays to vehicular traffic after Labour Day, if the Wheel-Trans bus would still operate and if it would be hop on and off, or if there were specific stops. Natalie confirmed there were specific stops in the park. The service is seasonal and not available in the fall.

A member asked when the communications part for this new route update would be coming out. Jasmine Eftekhari, Manager, Service Planning confirmed they are working in conjunction with Heather Brown's team and they expect it out by July 28, 2024.

A member commented on their great experience with a bus driver who made timely and detailed announcements on the bus arriving at York Mills yesterday, along with giving customers a lot of notice so they could prepare.

14. Next Meeting

Next ACAT General Meeting: Thursday, August 29, 2024 at 1:00 p.m.

15. Adjournment

Meeting adjourned at 2:30 p.m. on a motion by: Angela Marley

Cindy Edwards
Recording Secretary