



Advisory Committee on Accessible Transit

January 21, 2025

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 meetings of October 30, 2024 and November 28, 2024 to the January 2025 Board Meeting for information. During the October meeting, TTC Executives presented information on the Easier Access Program as well as the ongoing modifications to railings, automatic doors, and the subway platform edge tile gap remediation. An update on the 5-Year Accessibility Plan was provided, speaking to new initiatives and ongoing phases of feedback. The TTC Board approved providing ACAT members with an additional honorarium to compensate and recognize their work; and finally, a CNIB Get On Board Transit Campaign panel taking place on October 31, 2024 was discussed.

At the November ACAT General Meeting, TTC staff spoke to the usage of electric scooters, wheel-chairs, and medical devices on the system; all Wheel-Trans Accessible Taxis having the Where's My Ride capability by the end of 2024; and asked members to attend 2025 Operator Recertification sessions to address trainees and answer any questions. TTC staff confirmed the new annual ACAT honorarium would be paid out to members on a monthly basis. Lastly, ACAT members revised a motion to complete AODA Training online once their membership on the Committee commences

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

Communications Subcommittee

Communications Subcommittee Meeting did not take place in October.

Design Review Subcommittee

- Members spoke to issues hearing announcements on Proterra and conventional buses. TTC staff are investigating the issue.
- Regarding the Scarborough Subway Extension, TTC and Metrolinx met over the side platform widths and confirmed they comply with the Building Code. Members asked for a reassessment and to have accurate drawings provided.
- Regarding the Electric Bus Showcase that took place on October 21, 2024, feedback included: a sound generator to be added to the electric buses for safety; the new Flyer ramp is wider and allows for better flexibility for mobility aid users; members suggested adding grab bars to buses; the Priority Seating Area decal is better situated, non-upholstered seats include a drain hole at the bottom; as well as fold-down arm rests are between individual priority seats; red and blue stop buttons would be on each bus, sounding off a different chime.

Service Planning Subcommittee

Service Planning Subcommittee Meeting did not take place in October.

Wheel-Trans Operations Subcommittee

- TTC staff provided an overview on the updated booking and scheduling system for Wheel-Trans. There was summaries provided on the objectives in making the booking system more accessible, equitable, and inclusive.

- Review of the Wheel-Trans Complaints took place where members inquired about investigating claims and the process when complaints are put through.

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

Communications Subcommittee

- A new video regarding enhanced TTC service for the Taylor Swift concerts was shared and members provided feedback on the descriptive components, as the video was already finalized without ACAT feedback.
- TTC staff spoke to live updates being posted on bus screens informing customers of elevator or escalator outages at stations, there is no confirmed timeline for implementation yet.

Design Review Subcommittee

Design Review Subcommittee Meeting did not take place in November.

Service Planning Subcommittee

- TTC staff provided a presentation on the Jane Street Rapid TO Project – an initiative to reduce travel time for customers living on Jane St between Steeles and St. Clair.
- An update on signage design that is being implemented throughout the TTC was provided and members provided comments.

Wheel-Trans Operations Subcommittee

- An update on Family of Services (FOS) was provided. As of week 44, the TTC has seen increases in FOS trips since 2023. Members had questions regarding how customers are informed about their trips if they do not have a cellphone.
- Findings from TTC's Bus Operator Accessibility Compliance Audit were shared and divers were not compliant with accessibility standards. Bus Transportation will provide ongoing securement refresher courses along with the support of Travel Trainers.
- Special arrangements for Wheel-Trans pick-ups were coordinated with Rogers Centre during Taylor Swift concert nights.

Thank you.

Sincerely,

Betty Rivington-Law
2025 ACAT Chair

TORONTO TRANSIT COMMISSION
COMMITTEE MINUTES

APPROVED

Minutes of Meeting: ACAT General Meeting
Meeting Date: Wednesday, October 30, 2024
1:00 p.m. to 3:30 p.m.

Location: Hybrid meeting via Teams

Present: Anita Dressler, ACAT Chair
Betty Rivington-Law
Mei Hung
Debbie Gillespie
Bobbi Moore
Angela Marley
Chau Sheung Wong
Tammy Adams
Maria Marin
Lavarnan Mehavarnan
Frank Lockhart
Lori Bailey

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

Regrets: Erica Tanny
Wangari Muriuki
Howard Wax

TTC Representatives: Gary Downie, Chief Capital Officer
Fortunato Monaco, Chief of Operations and Infrastructure
Officer
Joanne DeLaurentiis, Vice Chair, TTC Board
Cameron Penman, Head, Wheel-Trans
Levenson Lincoln, Assistant Manager, Wheel-Trans
Jeff Short, Senior Accessibility Planner, Strategy & Foresight
John Boucher, Manager, Vehicle Maintenance, Lakeshore
Garage
Natalie Francis, Manager, Planning and Policy, Wheel-Trans
David LoPresti, Manager, Contracted Taxi Services, Wheel-
Trans
Alexandra Nicastro, Administrative Assistant, Wheel-Trans
Dean Milton, Manager, Strategic Initiatives, Wheel-Trans

Mohammed Shaikh, Divisional Manager, Operations, Wheel-Trans

Sneha Madhuri, Communications Advisor, Corporate Communications

Warren Rupnarain, Accessibility Consultant, Diversity

Omar Jabbar, Project Manager, Wheel-Trans

Ilana Raynai, Investigator and Advisor, Human Rights & Investigations

Hung Hong, Project Manager, Wheel-Trans Facilities

Adrienne Isaac, Administrative Assistant, Wheel-Trans

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

Chrisanne Finnerty, Director, Commission Services

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

Ike Onuoha, Program Manager, Wheel-Trans

Items Discussed

- 1/ Call to Order / Attendance
- 2/ Land Acknowledgement
- 3/ Declaration of Conflict of Interest
- 4/ Approval of Agenda
- 5/ Review and Approval of September 26, 2024, Minutes
- 6/ Remarks from TTC Executive
- 7/ Remarks from ACAT Chair
- 8/ Wheel-Trans Transformation Update from Cameron Penman
- 9/ Accessibility Plan Update
- 10/ Easier Access Program – Recognizing ACAT
- 11/ Outstanding Items
- 12/ Deputation: Nil
- 13/ Review of Correspondence: Nil
- 14/ Subcommittee Reports, Highlights and Updates
 - Design Review
 - Wheel-Trans Operations
- 15/ Other/New Business
 - a. Honorarium Update
 - b. CNIB – Get Onboard Transit Campaign
- 16/ Next Meeting – Thursday, November 28, 2024
- 17/ Adjournment

1. Call to Order/Attendance

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

2. Land Acknowledgement

A member read the Land Acknowledgement.

3. Declaration of Conflict of Interest

Nil.

4. Approval of Agenda

Motion to approve the agenda: Lori Bailey
Seconded: Betty Rivington Law
Carried: Agenda approved.

5. Review and Approval of September 26, 2024 Minutes

Motion to approve the Minutes of September 26, 2024: Angela Marley
Seconded: Betty Rivington Law
Carried: Approved.

6. Remarks from TTC Executive – Fortunato Monaco

The Chair welcomed Fortunato Monaco, Chief Operations and Infrastructure Officer to the meeting.

He summarized the work that is being done and has been done to support accessibility on the TTC. Noteworthy projects include the modification of the York University stairwell railing, automatic door replacements in stations, subway platform edge tile gap remediation, and plant maintenance activities that are responsible for keeping more than 100 elevators and 333 escalators running. He noted that one of the experienced challenges in maintaining escalators and elevators availability has been flooding that occurred in the summer months. The escalator availability in 2024 was between 92% and 95%.

Fortunato noted that the TTC recently added an escalator/elevator real time monitoring system in each of the six station hubs that will alert the TTC when an elevator/escalator is not functioning correctly for more expedient response. He summarized the tile gap project, which is expected to complete nine platforms in 2024 and current estimates indicate project completion in 2027.

Work is continuing on the stairwell revitalization project and some of the high priority stairwells are nearing completion.

Questions and Comments

A member noted for reference, the stairs at York University Station referenced, had railings that are angled and difficult for those that have low vision or blind to navigate to provide further clarification to complement Fortunato's description.

A member noted there had been a deputation last year regarding the steps at York University station and that the issue was dealt with by the TTC and thanked staff.

A guest asked through the Chair if the glass at the York University station were clear or opaque. Fortunato confirmed they were clear.

Joanne DeLaurentiis, Vice Chair, TTC Board asked if the angled step issue would be captured in construction architectural specifications for future station construction and renovation projects. Fortunato confirmed this information has been passed along to the Master Specification sections within the TTC Engineering, Construction, and Expansion team.

7. Remarks from ACAT Chair

The Chair asked members to be respectful and not talk while others are speaking and to hold to the five minute rule when speaking or asking questions.

She noted that October has been another busy month, including the opening of Donlands Station with the Easier Access Program. ACAT was represented by Betty Rivington-Law, ACAT Co Vice-Chair. The Electric Bus Showcase allowed members to review the new electric buses and had the opportunity to ask questions and provide feedback.

The subcommittees have been busy and engaged and she thanked the members for their dedication. She welcomed Adrienne Isaac, Administrative Assistant, Wheel-Trans back and said goodbye to Alexandra Nicastro, Administrative Assistant, along with thanking TTC staff. The 2025 new and returning ACAT members would be invited to the December meeting.

Questions and Comments

Nil.

8. Wheel-Trans Transformation and Update from Cameron Penman

Cameron Penman, Head, Wheel-Trans, gave a short update on the Transformation Program. Regarding the new Automatic Vehicle Location (AVL) and Interactive Voice

Response (IVR) systems RFPs have been sent to the Procurement department. They still expect to release those to the industry for bids later this year. He noted that they have a kick off meeting planned in November with the vendors 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 2100 additional legacy customers have re-registered in 2024, reducing the number of legacy customers which still need to re-register to less than 3,000.

Questions and Comments

Nil.

9. Accessibility Plan Update

Jeff Short, Senior Accessibility Planner, Strategy and Foresight, provided an update on the 5-Year Accessibility Plan. This plan included two phases of consultation. He noted key accomplishments from the 2019-2023 Plan, which included updating hundreds of surface stops to make them accessible, Easier Access work at 11 stations and beginning construction at 14 other stations. Work has been continuing on reducing the gap between platform and train at subway stations, along with new tactile wayfinding and signage. The new Wheel-Trans Mobile App and accessible website were also highlighted.

Going forward, there are new initiatives and continuation of those that are not completed. The new initiatives will be grouped into six pillars, with a new pillar dedicated to employee accessibility. The completed Accessibility Plan will be presented to the TTC Board at their next meeting on December 3, 2024.

Questions and Comments

A member asked if there would be a budget that would go along with the costs for the projects. Jeff confirmed that part of the TTC Board Report included a financial summary section, outlining the funding of key projects to improve accessibility.

A member asked whether the employee accessibility pillar will focus more on creating more accessible work environments for employees or on how employees will help enhance accessibility for customers. Jeff explained the employee accessibility work is in an early stage, and he will get back to the Committee members.

10. Easier Access Program – Recognizing ACAT

Gary Downie, Chief Capital Officer provided a quick update on the Easier Access Program. He noted their commitment in 2024 to make three stations accessible

would be complete, and there are 13 more stations to be made accessible. He was excited to confirm that Old Mill Station, which has been going through expropriation processes, has finally been approved by City Council. He stated TTC staff worked with Ernst & Young in 2023 to provide a risk analysis on all of the projects.

Questions and Comments

A member asked if the TTC knows how many stations they expect to be made accessible in 2025. Gary noted that they expect all of them to be complete by the end of 2026, except for Old Mill.

Easier Access – Donlands Station

Betty Rivington-Law was invited to represent ACAT at the opening of the station's elevators. She noted the hard work from ACAT in making the system more accessible, and this station reflects all of that. At the event, Councillor Paula Fletcher thanked ACAT for their hard work and asked that this be passed along to the Committee members.

11. Outstanding Items

a. Honorarium:

Cameron Penman provided an update on the honorarium and confirmed it was approved at the TTC Board meeting. This not only compensates ACAT for the work they provide, but recognizes their efforts.

Questions and Comments

A member noted that during the TTC Board meeting, Board members commended ACAT on their work providing accessibility advice. Seasonal prohibition on lithium-ion battery powered e-bikes was discussed, along with deputations given on both items.

12. Deputation

Nil.

13. Review of Correspondence

Nil.

14. Subcommittee Reports, Highlights and Updates:

Communications Subcommittee (CS)

The Communications Subcommittee did not meet in October.

The next CS meeting will be held on November 7, 2024.

Design Review Subcommittee (DRS)

Jeff Short gave a report for the meeting held October 23, 2024.

Jeff summarized the feedback from ACAT members that attended the Electric Bus Showcase on October 21, 2024. The update included feedback about the sound generator not being loud enough, the ramp width on the New Flyer being one inch wider, grab bars, and priority seating decal that was on the floor. Members had feedback regarding the stop request button locations, and about how customers using the companion seating might get hit by a wheeled mobility device if the device is not secured. ACAT members were satisfied with the plastic seats, and liked the sliding rear doors as well as the light touch door openers.

Updates were provided for three outstanding items – the fare gate timing issue will roll out in November and December 2024; fixes to the pre-boarding announcements are expected to be completed by November 22, 2024; and a confirmation that the Scarborough subway extension minimum platform width requirements under the Ontario Building Code will be met. DRS members asked to keep the minimum platform widths item open, in order to get more information at a future DRS meeting.

The next meeting would be held on November 12, 2024.

Service Planning Subcommittee (SPS)

Debbie Gillespie, SPS Chair stated there was no meeting in October.

The next SPS meeting would be held on November 15, 2024.

Wheel-Trans Operations Subcommittee (WTOS)

Mei Hung, WTOS Chair, gave the report for the meeting held October 9, 2024.

Ross Visconti, Project Manager, Wheel-Trans, shared the updates made to the Wheel-Trans booking and scheduling system, to ensure it is more accessible, equitable, and inclusive.

Marco Iorfida, Scheduling and Policy Specialist, Wheel-Trans, shared updates at the Toronto Rehab Hospital, noting one entrance was not accessible. He noted that Glencairn and Donlands stations would soon be noted as landmarks.

Levenson Lincoln, Assistant Manager, Customer Service, Wheel-Trans, provided a summary of the 396 complaints received during September.

Next WTOS Meeting is scheduled for November 13, 2024.

15. Other/New Business

a. CNIB Get Onboard Transit Campaign

Debbie Gillespie, ACAT Member noted that she is moderating the panel and that Jeff Short is on the panel for this event. It will be held October 31, 2024 and will include information about the TTC.

b. E-Bikes

The Chair noted that there was a lot of discussion regarding the issue of e-bikes and whether a ban would affect those using mobility scooters. She suggested it would be important for ACAT to look at the issue between e-bikes and mobility scooters in the future.

Members were asked to think about issues that have not been brought up in the past, that they think might be of interest to ACAT for future discussions.

16. Next Meeting

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

17. Adjournment

Meeting adjourned at 2:30 p.m. on a motion by: Lori Bailey.

Cindy Edwards
Recording Secretary

TORONTO TRANSIT COMMISSION
COMMITTEE MINUTES

APPROVED

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

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

TTC Representatives: Betty Hasserjian, Chief Safety Officer
Cameron Penman, Head, Wheel-Trans
Dean Milton, Manager, Strategic Initiatives, Wheel-Trans
Heather Brown, Director, Customer Experience, Marketing
and Customer Experience
Levenson Lincoln, Assistant Manager, Wheel-Trans
Jeff Short, Senior Planner, Strategy & Foresight
John Boucher, Manager, Vehicle Maintenance, Lakeshore
Garage
Natalie Francis, Manager, Planning and Policy, Wheel-Trans
Michelle Edwards, Project Coordinator, Vehicle Programs
Adrienne Isaac, Administrative Assistant, Wheel-Trans
Alexandra Nicastro, Administrative Assistant, Wheel-Trans
Ross Visconti, Project Manager, Wheel-Trans
Warren Rupnarain, Accessibility Consultant, Diversity

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

Mohammed Shaikh, Divisional Manager, Operations, Wheel-
Trans

Adrian Grundy, Senior Communications Advisor, Corporate
Communications

Hung Hong, Project Manager, Wheel-Trans Facilities

Donald Rusk, Chief Instructor, Operations Training Centre

Celeste Young, Investigator and Advisor, Human Rights and
Investigations

Josh Colle, Chief Strategy and Customer Experience Officer

Michael Pimentel, Manager of Contracted Services, Wheel-
Trans

Stephan Boston, Chief Instructor, Operations Training
Centre

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 October 30, 2024 Minutes
- 6/ Remarks from TTC Executive
- 7/ Remarks from ACAT Chair
- 8/ Wheel-Trans Transformation Update from Cameron Penman
- 9/ Outstanding Items
 - a. ACAT AODA Training
- 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
- 14/ Next Meeting – Monday, December 16, 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

Motion to approve the agenda: Betty Rivington Law

Seconded: Debbie Gillespie

Carried: Agenda approved.

5. Review and Approval of October 30, 2024 Minutes

Motion to approve the Minutes of October 30, 2024: Bobbi Moore

Seconded: Lori Bailey

Carried: Approved.

6. Remarks from TTC Executive

Betty Hasserjian, Chief Safety Officer, gave an overview of what services the Safety and Environment Department provides. This includes development and implementation of programs to manage safety and environmental risks, as well as providing oversight to ensure the safety of employees, customers and the public. Betty also commented on the recent questions relating to bringing electric scooters and power wheelchairs on the TTC and whether they would be part of any future ban, given an upcoming e-bike seasonal restriction. She explained that electric scooters and electric wheelchairs are medical devices, are FDA approved and undergo rigorous testing. There are no concerns regarding these devices and any potential restrictions or bans would only be applicable to e-bikes and e-scooters.

Questions and Comments from the Committee

A member asked if the TTC monitors environments and occurrences such as the increase in respiratory illnesses and whether the TTC works closely with Toronto Public Health. Betty confirmed TTC works closely with Toronto Public Health and if any protocols changed, ACAT would be updated.

7. Remarks from ACAT Chair

Anita Dressler, ACAT Chair, reported she was at an event recently that offered a program called iRide. This program takes seniors to medical appointments, personal care appointments and grocery shopping. The program has limitations, including being more than five times the amount of the TTC, only operates on weekdays and during business hours, and they cannot accommodate people who use wheelchairs or scooters. Wheel-Trans does not have the limitations and accessibility barriers that iRide presents. This served as a reminder of the help that ACAT has provided and how much the Committee has contributed to the progress of making TTC services more accessible.

Questions and Comments from the Committee

Nil.

8. Wheel-Trans Transformation and Update from Cameron Penman

Cameron Penman, Head, Wheel-Trans, provided an update on the Transformation Program.

TTC staff continue to work towards the new Automatic Vehicle Location (AVL) and Interactive Voice Response (IVR) systems Request for Proposals (RFPs), which are expected to be posted in January 2025. The RFPs will be posted for six to eight weeks. He noted that Phases 5-8 of the reservations, scheduling, and dispatch software upgrades, should begin implementation in March 2025.

The re-registration campaign for Wheel-Trans legacy customers continues to progress successfully. Approximately 2,300 additional legacy customers have re-registered this year, reducing the number of legacy customers who still need to re-register to less than 3,000.

Around 98% of Accessible Taxis will have Where Is My Ride capability by the end of 2024.

Questions and Comments from the Committee

Nil.

9. Outstanding Items

a. Recommendation for Honorarium

The ACAT Chair confirmed that the TTC Board recently approved honorarium for ACAT members has been implemented. Starting from 2025, each ACAT member will receive \$750 for the year. Cameron Penman confirmed an amount would be paid out monthly totalling \$750 annually and this honorarium would be retroactive to October 2024. Pool members do not receive this honorarium.

b. Scarborough Centre Station Motion

This item was deferred to January 2025.

c. Recommendation to honour Sam Savona

This item was deferred to the Easier Access Project completion at College Station, which is expected in 2025.

d. ACAT AODA Training:

The ACAT Chair discussed the motion brought in January 2024 for members to complete online AODA training similar to other Toronto committees, such as the City of Toronto Accessibility Advisory Committee. The ACAT Chair confirmed that this motion would be implemented in the first quarter of 2025 when all members would have to complete the online AODA training at the beginning of their term and send a copy of the successful completion certificate to the Wheel-Trans Administrative Assistant by February 28, 2025. The online training provided is through the Access Forward website (developed by/on behalf of the provincial government) and includes six modules. Additional training will be provided, at the discretion of the ACAT Executive. If additional training is requested, Jeff Short, Senior Planner, Strategy and Foresight, will assist in arranging.

A motion to approve amending the original motion to include “at the beginning of their term” rather than “annually” in reference to the requirement to take the AODA training expected of ACAT members: Howard Wax

Seconded: Bobbi Moore

Carried: Approved.

Questions and Comments from the Committee

A member asked if the online training platform is accessible for people using screen reader software, and would let members know if it was not.

10. Deputation

Nil.

11. Review of Correspondence

Nil.

12. Subcommittee Reports, Highlights and Updates:

Communications Subcommittee

Frank Lockhart, Chair, gave a summary of the meeting held November 7, 2024.

TTC Staff provided a completed video for the Taylor Swift concert for feedback from ACAT, primarily for the descriptive video component, as the video was already completed without ACAT feedback.

CS members provided their feedback and dissatisfaction and some of the lessons learned for the future that came out of the discussion which could guide similar projects in the future. The Subcommittee recommended visibility of people with disabilities, requesting either ACAT members or staff represent people who have a visible disability, as there was no participation requested for this video.

The Subcommittee continued to work with TTC staff to ensure messaging about escalators that are out of service is posted on the TTC website and communicated to MyTTC services app subscribers. This should be completed by the end of November 2024.

The next meeting is scheduled for December 5, 2024 at 1:00 p.m.

Meeting Highlights:

- Taylor Swift concert video review
- Website and MyTTC Services communication about escalator outages

Questions and Comments from the Committee

Nil.

Design Review Subcommittee

There was no meeting in November 2024. The next meeting is scheduled for December 10, 2024 at 1:30 p.m.

Service Planning Subcommittee

Debbie Gillespie, Chair, gave the report for the meeting held November 15, 2024.

Jessica Deslippe, Project Manager, Bus Rapid Transit provided a presentation on the RapidTO: Jane Street Project. This included a description of the options to reduce the travel time for TTC customers along Jane between Steeles and Eglinton. The TTC and City of Toronto evaluated 5 options, with option 2 (priority bus lanes) being recommended as part of Step 2 consultation. A final recommendation to City Council is expected in early 2025, with possible implementation starting in summer 2025. Members commented that Wheel-Trans designated and accessible taxis should be able to access the designated bus lanes; that there should be a back-up plan in case of emergencies or construction; they asked why the project does not continue all the way to Bloor; and if stop announcements would be updated to reflect any stop location changes.

Laura Lehming, Coordinator, Wayfinding and Signage, provided an updated presentation on the signage design being implemented throughout the TTC. She described the most important aspects of the signage, including clarity, consistency, accessibility and brand experience. The signage should be able to convey key information to customers. She noted that the two key advisory types are service advisories and station advisories. In response to a member suggestion, Laura will look into adding a distinct pictograph in the station advisories to differentiate from service advisories.

Under New Business, members pointed out that the 97C Yonge bus does not operate during midday hours, which is a service gap for people looking to access surface transit south of St. Clair during the midday. Jeff Short noted that all-day service for route 97C will be added in January 2025 to provide better connectivity between non-accessible and accessible stations.

The next meeting will be December 9, 2024 at 2:00 p.m.

Meeting Highlights:

- Jane Street Rapid TO project update
- TTC signage design implementation
- 97C Yonge bus route operating hours

Questions and Comments from the Committee

Jeff Short confirmed that the ribbon cutting ceremony at Glencairn Station was moved to Monday, December 9, 2024 at 10:00 a.m. The ACAT tour would be held after the ceremony concluded at 11:00 a.m.

Wheel-Trans Operations Subcommittee

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

A summary of the different methods to book an FOS trip were discussed. Questions included what customers do if they do not have access to the app or cell phone during their route and there is an issue. Staff stressed the priority line would provide a ride quickly, but ACAT members were quick to point out that is not always the case. Staff would be looking into this anomaly.

An audit was conducted by the Diversity Department, working with the TTC Travel Specialists, between September 5 and October 9, 2024 to determine bus driver compliance with TTC operator standards relating to 11 items identified by TTC staff. The findings would be reported by the Diversity Department, but the overall findings were low compliance. Recommendations for further training and providing cards to remind drivers would be provided. The WTOS Chair asked for Warren Rupnarain, Accessibility Consultant, Diversity, to attend a future ACAT General Meeting in November to provide the audit findings.

The next meeting is scheduled for December 11, 2024 at 1:00 p.m.

Meeting Highlights:

- FOS booking methods review
- Bus operator customer accommodation compliance audit

Questions and Comments from the Committee

A member asked if the subcommittee had any discussions on the Line 5 and Finch West line Wheel-Trans stop at subway/LRT stations, as they are working to get the station descriptions completed. Natalie Francis, Manager, Planning and Policy, Wheel-Trans explained there were four to five stations being reviewed and TTC staff are doing divisional assessments as they were under construction. The TTC wanted to ensure they were meeting customer needs.

15. Other/New Business

a. Operator Recertification

The Chair invited Stephan Boston, Chief Instructor, Operator Training Centre, to raise his topic. Stephan explained that in the past ACAT members have been asked to participate in operator recertification sessions. This participation was placed on hold but will resume in 2025. Participating ACAT members will be asked to attend sessions and spend one hour addressing trainees and answering questions. There would be up to four sessions weekly. The ACAT Chair noted that an email would be sent to ACAT members in January asking members about interest in participating in the training sessions and once dates have been shared, to determine member availability.

Questions and Comments from the Committee

A member suggested that all training dates be scheduled well in advance with the interested ACAT members.

A member suggested TTC staff write up talking points to ensure that members have guidelines on what should be covered.

A member also suggested as they encourage questions during the sessions, that an outline from the bus training team would be helpful, perhaps including what they would like to see from ACAT.

A member suggested having an internal meeting with ACAT members and the ACAT Executive to ensure that the messaging from all participants is consistent.

b. TTC and CNIB Collaboration – Get OnBoard

A member commented on the recent collaborated event between CNIB and the TTC regarding riding transit and asked if notes about the information were shared with the TTC. Jeff Short confirmed that TTC has a copy of the notes taken and the survey results. This information would be sent to the appropriate subcommittees for action.

c. TTC Board Meeting

Jeff Short reminded ACAT members that the TTC Board meeting on December 3 would have the 5-year Accessibility Plan up for approval.

16. Next Meeting

Next ACAT General Meeting: Monday, December 16, 2024 at 1:00 p.m.

17. Adjournment

Meeting adjourned at 2:15 p.m. on a motion by: Debbie Gillespie.

Cindy Edwards
Recording Secretary