



Advisory Committee on Accessible Transit

February 6, 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 meeting of December 16, 2024 to the February 2025 Board Meeting for information. At the December meeting TTC staff presented information about the TTC's Interim Wayfinding Strategy, provided updates about the PRESTO Support Person Card, staff availability at station fare gates, and efforts to address fare evasion. Two possible solutions are being considered for the Support Person Assistance Card: allowing a customer to hand back their card for the support person to use or issuing a separate card for the support person. The TTC CEO also welcomed and recognized incoming and outgoing ACAT members and pool members.

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

Communications Subcommittee

- Temporary accessibility measures to ensure customers have accessible connections to areas around TTC stations that are not yet accessible while work to install elevators continues. Proposed shuttle routes include the new Etobicoke 149 and hours will be extended for 13A Avenue Road and 97C Yonge routes

Design Review Subcommittee

- Minimum side platform width for Scarborough Subway Extension stations and concerns about whether the narrower width would accommodate full trains exiting and requiring emergency exits and if the width complies with the Ontario Building Code (OBC). TTC staff confirmed that the design complies with the OBC and should be sufficient to accommodate the full train occupant load expected at stations. The minimum platform width does not comply with TTC standards. The Subcommittee suggested considering seat relocation in the narrow platform areas.
- Feedback from the Public Forum on Accessible Transit held in September 2024. Design-related items from the feedback will be discussed at future meetings, including the possibility of having accessibility stickers inside vehicles to assist customers with disabilities disembark; reviewing stop request buttons and seat heights on new buses; and reviewing plexiglass dividers as communication with drivers may be difficult at times.

Service Planning Subcommittee

- The 2025 Annual Service Plan, key focus areas, proposed route adjustments and the One Fare program. Members asked about agencies that do not use PRESTO and requested further information about service details for Thorncliffe Park, Woodbine Racetrack and East York Acres seniors home.
- Feedback from the Public Forum on Accessible Transit held in September 2024. The Subcommittee discussed comments about educating customers and Operators about priority seating, Community Bus service, and bus stop relocation during station construction.

Wheel-Trans Operations Subcommittee

- Stops and landmarks. Stops continue to be updated based on customer and Operator feedback. TTC staff reminded the Subcommittee about reduced pick up and drop off locations at malls during December and January due to traffic during the holiday season.

Thank you.

Sincerely,

Betty Rivington-Law
2025 ACAT Chair

TORONTO TRANSIT COMMISSION
COMMITTEE MINUTES

APPROVED

Minutes of Meeting:	ACAT General Meeting
Meeting Date:	Monday, December 16, 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 Tammy Adams Maria Marin Howard Wax Wangari Muriuki
Absent:	Frank Lockhart Chau Sheung Wong Lavarnan Mehavarnan
Pool Members	Oda Al-Anizi Roberta Butler Michelle Pena Escobar Paul Manna
Incoming ACAT/ Invited Guests:	Olivia Darwin Sophie Petrillo Lauri Sue Robertson Karen Mootoo Nathaniel Tok Jason Osborne
TTC Representatives:	Greg Percy, TTC CEO 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

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, Acting Head of Wheel-Trans Trans

Adrian Grundy, Senior Communications Advisor, Corporate Communications

Hung Hong, Project Manager, Wheel-Trans Facilities

Michael Pimentel, Coordinator Contracted Services, Wheel-Trans

Stephan Boston, Chief Instructor, Operations Training Centre

Mark Mis, Head of Strategy and Foresight,

Marco Iorfida, Wheel Trans Policy Scheduling Specialist

Laura Lehming, Acting Manager of Design and Wayfinding and Strategy

Andrea Valente, Head of Revenue Protection

Joanne DeLaurentiis, Vice Chair, TTC Board

Matt Hagg, Manager of Customer Policy, Strategy & Foresight

Wendy Reuter, Head of Research and Analytics

Chrisanne Finnerty, Director, Commission Services

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

Mike Macas, Chief Engineer, Bus Procurement, Vehicle Programs

Oneil Savariau, Group Station Manager

Swathi Sreenivasan, Human Rights and Investigations

Jerusha Rupakumar, Policy Consultant, Revenue Protection

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 November 28, 2024 Minutes
- 6/ Remarks from TTC Executive
- 7/ PRESTO Support Person Card Update and Legacy Fares Update – Mark Mis
- 8/ Remarks from ACAT Chair
- 9/ Acknowledgement of the 2024 Retiring ACAT Members and Introduction of 2025 ACAT Members and Pool Members
- 10/ Head of Wheel-Trans Message – Cameron Penman
- 11/ Interim Wayfinding Strategy – Laura Lehming
- 12/ TTC Fare Evasion – Andrea Valente
- 13/ Outstanding Items
- 14/ Deputation: Nil
- 15/ Review of Correspondence: Nil
- 16/ Subcommittee Reports, Highlights and Updates
 - Communications
 - Design Review
 - Service Planning
 - Wheel-Trans Operations
- 17/ Other/New Business
 - Wheel-Trans service - media
 - E-bike and e-scooter seasonal prohibition
 - December 3, 2024, TTC Board Meeting information
- 18/ For ACAT Members' Information

- ACAT New Member Orientation – January 8, 2025, at 1:30 p.m. to 3 p.m. (Virtual)
- ACAT Executive Elections – January 14, 2025, at 2 p.m. to 3:30 p.m. (Virtual)
- ACAT New Member Training – January 23, 2025, 12:30 p.m. to 3:30 p.m. (Hybrid)

19/Next Meeting – January 30, 2025

20/Adjournment

1. Call to Order/Attendance

Anita Dressler, ACAT Chair, called the meeting to order at 1:08 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: Howard Wax

Seconded: Bobbi Moore

Carried: Agenda approved.

5. Review and Approval of November 28, 2024 Minutes

Motion to approve the Minutes of November 28, 2024: Lori Bailey

Seconded: Howard Wax

Carried: Approved.

6. Remarks from TTC Executive – Greg Percy, TTC CEO

Greg Percy, TTC CEO, thanked ACAT for the invitation to the meeting and thanked the Committee for their hard work. He noted how much customers and the TTC appreciated the Committee's work as a task focused group. Greg acknowledged the retiring ACAT members, 2024 ACAT Chair Anita Dressler, 2024 ACAT Vice Chair, Erica Tanny, Bobbi Moore, Howard Wax, and Wangari Muriuki, and acknowledged the retiring pool members, Oda Al-Anizi, Roberta Butler, Michelle Pena Escobar, and Paul Manna. Greg noted the names of the incoming ACAT members and pool members and welcomed them.

Questions and Comments from the Committee

Nil.

7. PRESTO Support Person Assistance Card Update and Legacy Fares Update

Mark Mis, Head of Strategy and Foresight, gave an update on the Support Person Assistance Card (SPAC) and legacy fares. Mark Mis confirmed there are two possible solutions to the SPAC issue and suggested that the best solution would likely be giving the customer who travels with a support person the ability to hand their card back to their support person. This recognizes both the issue with potential fraud and the

possible use of different individuals that may use the card. Mark agreed to provide ACAT with future updates regarding the SPAC.

Oneil Savariau, Group Station Manager, thanked ACAT members for their ongoing support and collaboration and looked forward to building on that success in 2025. He confirmed that TTC staff want to ensure accessibility needs of customers are met. He noted the TTC had hired an additional 130 customer service representatives in 2024 and there should be many more staff at stations going forward. He also noted that Stations staff have the ability to open the gate for a customer who require it, if there are issues with getting through after paying.

Questions and Comments from the Committee

A member asked if the issue is software related, specifically the pass back method for the SPAC. Mark Mis confirmed TTC staff are reviewing this particular method and wanted to ensure they could monitor the use of the card, as they don't want it passed back multiple times.

The ACAT Vice-Chair, Erica Tanny, asked what the second method the TTC would be considering for the card was. Mark Mis noted the second option was issuing a separate card for the support person. TTC staff were concerned this solution might be an issue when they evaluated through a fare evasion lens.

The ACAT Vice-Chair discussed that the ACAT Executive had been discussing this issue for some time. They had been told that technical solutions are at least a year out and the ACAT Executive were pushing for an interim plan to provide access for the support person to use the system without paying a fare. This is not only important for convenience, but also fairness and equity to give everyone the same ability to use the system. There are issues with stations no longer having staff to let people enter if there are problems. They noted the TTC have often raised the concern of possible fraud and misuse of the Support Person Assistance Card, with no data supporting that. People who require extra help or have accessibility issues have the right to move through the system with dignity and the balance must be found.

A member asked what the users would prefer, a secondary card or the pass back option. The ACAT Vice-Chair noted they have no data on what users prefer, having a second card for the support persons was the best option they had been given up to today, with that new information. The Executive understood that this technological solution is still at least one year out and again commented that an interim solution is expected by ACAT.

A member asked if the SPAC would include Wheel-Trans and that was confirmed.

8. Remarks from ACAT Chair

Anita Dressler, ACAT Chair, discussed the busy and productive year both the ACAT and Subcommittees have had and the hard work by all members. It was this hard work that

made transit more accessible for everyone and the members should be proud to be part of this change. She noted the outgoing and incoming members for 2025.

Questions and Comments from the Committee

Nil.

9. Acknowledgement of Retiring ACAT Members and Introduction of 2025 ACAT Members and Pool Members

The Chair introduced the new members and departing members from ACAT.

10. Head of Wheel Trans Message

Cameron Penman, Head, Wheel-Trans, provided a video message welcoming all the new and returning members and pool members and thanking the outgoing members.

Questions and Comments from the Committee

Nil.

11. Interim Wayfinding Strategy

Laura Lehming, Acting Manager of Design and Wayfinding, provided a presentation on the interim Wayfinding Strategy. She noted that from September to December 2024 TTC staff worked on an interim strategy, that included all aspects and consultation with international transit agencies. Going forward, a report would be submitted to the TTC Board in January 2025, recruitment of a wayfinding consultant and the eventual submission of recommendations to the TTC Board in May 2025. The scope of the project, objectives and intended next steps were also included to ACAT to help with their review.

Questions and Comments from the Committee

A member asked that the Wayfinding Strategy be brought back to ACAT prior to completion and submission to the Board for feedback implementation.

A member asked for clarification on the digital aspect that was referenced. Laura Lehming explained they are currently auditing the current assets and would be studying further steps with the consultant.

A member asked if Design and Wayfinding utilized the GPS apps that are used by blind and low vision customers. Laura Lehming would appreciate feedback from customers/ACAT members regarding these, as that would be part of the third party digital that they are looking into.

A member noted that the York Mills Station has tactile and Braille signage that are also cane detectible and if there was an update on that strategy being rolled out. They also suggested finding a way to include the platform bus numbers in order so that people who require direction can find their bus bay more easily.

The ACAT Vice-Chair suggested using ACAT members who have personal and professional experience in this area to obtain feedback for inclusion prior to concluding.

12. TTC Fare Evasion

Andrea Valente, Head of Revenue Protection, gave a presentation on the steps being taken by the TTC to address the fare evasion issues. Initiatives taken by the TTC in 2024 included revenue collection at large events, community engagement through sending letters to 12 schools, and reducing illegal bus bay entry by increased monitoring in hot spots such as Eglinton and Finch Stations. She discussed a Kennedy Station blitz as well as a pilot held in April 2024 involving a team consisting of a supervisor and eight fare inspectors who wore body cameras and showed their badges when on the system. This included the number of tickets issued at certain locations. Efforts have been effective in reducing unauthorized entry. Eglinton Station's Duplex exit was discussed as an example of a hotspot for fare evasion. On August 4, 2024 inspectors attending issued 679 tickets. In October 2024 there was a 58% reduction in fare evasion at the Duplex exit.

Questions and Comments from the Committee

A member asked how they measure fare evasion for people walking in from the street to the bus platform. Andrea Valente explained TTC staff do an audit and record how many people do this and base that formula for the year.

The ACAT Vice-Chair asked for an explanation of the crash gates, which was given by Andrea Valente. She also confirmed that they would be opened during an emergency for egress.

A member asked about the customer service representative's role with respect to fare evasion responsibilities specifically in the station, especially if they are only acting as customer service representatives.

A member asked the best way to report someone tailgating through the gate. Andrea Valente noted there is no current mechanism for doing that, but they do have the data.

The ACAT Vice-Chair asked if ticketing customers was found to be an effective way of dealing with fare evasion. Andrea Valente could not confirm that worked as a revenue source, however, TTC staff had found a higher compliance in the stations/areas where ticketing had been done. They had done the education phase, and had moved on to the enforcement phase.

13. Outstanding Items

a. Recommendation for Honorarium

The ACAT Chair confirmed that the TTC Board recently approved honorarium for ACAT members has been implemented and that October and November amounts would be paid in December 2024 and the December amount would be paid in January 2025.

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:

This item was completed.

Questions and Comments from the Committee

Nil.

14. Deputation

Nil.

15. Review of Correspondence

Nil.

16. Subcommittee Reports, Highlights and Updates:

Communications Subcommittee

Heather Brown, Director, Customer Experience, Marketing and Customer Experience, gave a summary of the meeting held December 5, 2024.

Evan Harris, Customer Communications Specialist from the Marketing and Customer Experience team, presented on the temporary accessibility measures that will be put in place to ensure customers have accessible connections to the areas around the stations that are not yet accessible, while work continues to install elevators at these locations.

A new temporary route - the 149 Etobicoke-Bloor (Line 2 Accessibility Shuttle) will be introduced, starting January 5, 2025 and will operate between Kipling and High Park stations. Schedules will be changed on the 97C Yonge and 13A Avenue bus routes, to extend their hours until 2 a.m. 97C Yonge buses will travel between Eglinton and Union stations and would service Summerhill, Rosedale, College and King Stations (non-accessible stations along the route), along with all the regular stops. 13A Avenue buses will travel between Eglinton Station and Queen's Park Circle and College Street, servicing the area around Museum Station and provide customers with an accessible connection to Line 1 at Queen's Park Station. Members wanted to know about a backup plan should the original station become inaccessible, Communication regarding this should be brought to the Subcommittee, the addition of the details to the station descriptions and that stakeholders in the area, specifically seniors' buildings, should be updated.

The next meeting is scheduled for February 6, 2025.

Meeting Highlights:

- Proposed shuttle routes included the new Etobicoke 149, and changes to the 13A Avenue Road and 97C Yonge Street.

Questions and Comments from the Committee

A member asked if the 97C Yonge and 13A Avenue Road routes would run all day and Heather Brown confirmed the routes will run until 2:00 a.m. starting January 5, 2025.

A member gave some background to the new members regarding the AODA requirements being fulfilled by this shuttle bus until all stations are included in the Easier Access program.

Design Review Subcommittee

Lori Bailey, Chair, gave a summary of the meeting held December 10, 2024.

Leandra Nascimento (Chief Architect), Brian McGuire (Expansion Stations Director), Andrew Pozzebon (Technical Review Lead), and Cory Grant (Fire Protection Officer) attended for an internal discussion about an Outstanding Issue about the minimum side platform width for Scarborough Subway Extension stations. Concerns raised by members and guests included whether the slightly narrower width would accommodate full trains exiting and requiring emergency exits, and whether the width complies with the Ontario Building Code (OBC), TTC standards and the National Fire Protection Association. Leandra Nascimento confirmed that the design complies with the OBC and should be sufficient to accommodate the full train occupant load expected at the stations. However, the minimum platform width does not comply with TTC standards. Staff would take a few concerns back, including seat relocation in the narrow platform areas.

Jeff Short provided a summary of the Public Forum on Accessible Transit feedback that related to the Design Review Subcommittee held in September 2024. These included comments on educating the public and operators on access to the priority seating, the Community Bus stops, issues with drivers stopping between stops at night when requested, relocation of bus stops during construction and having no customer protection from the weather and elevators going down. Comments included difficulty in pressing stop request buttons on the new buses; staff having difficulty lowering the ramp due to customer crowding on platforms; difficulty communicating with bus drivers due to the plexiglass divider; seats that are too low for some customers; a suggestion to add accessibility stickers inside the vehicles to make it easier for customers with disabilities to disembark; and feedback on streetcar horns. Jeff Short noted that some design items should be discussed in more detail in a future DRS meeting, and that he would look into questions on how feedback received from the Public Forums that can and cannot be implemented gets addressed and documented.

The next meeting is scheduled for February 11, 2025.

Meeting Highlights:

- Further discussion on the width of the side platforms on the SSE.
- Summary of design-related feedback from the Public Forum on Accessible Transit.

Questions and Comments from the Committee

Nil.

Service Planning Subcommittee

Debbie Gillespie, Chair, gave the report for the meeting held December 9, 2024.

Jasmine Eftekhari and Jordan Langlois from the Service Planning department provided an update on the 2025 Annual Service Plan. This included information about key focus areas, Community Bus and conventional transit proposed route adjustments, public engagement, the One Fare program, examples of upcoming construction projects, and next steps. Members asked questions about the One Fare program for agencies that do not use PRESTO, and asked for further details about service to neighborhoods (Thornccliffe Park), destinations (Woodbine Racetrack) and a seniors home (East York Acres).

Jeff Short provided a feedback summary related to the Service Planning Subcommittee from the September 2024 Public Forum on Accessible Transit. These included comments on educating other customers and operators on access to priority seating, Community Bus service, relocation of bus stops during station construction, and feedback about the Public Forum itself.

The next meeting is scheduled for February 18, 2025 at 2:00 p.m.

Meeting Highlights:

- 2025 Annual Service Plan update
- Service planning-related feedback summary from the Public Forum on Accessible Transit.

Questions and Comments from the Committee

Nil.

Wheel-Trans Operations Subcommittee

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

Marco Iorfida, Scheduling and Policy Specialist, Wheel-Trans, provided an update on the stops and landmarks which is an ongoing project. A question was raised at the ACAT General meeting in regard to the Line 5 stops and landmarks. A list of stops have been gathered and supervisors have provided this team with their recommendations for use by Wheel-Trans. This list would be provided to ACAT and WTOS for review. Also mentioned was the reduced pickup and drop off locations at malls in the time leading up to Christmas and New Years. Questions included communication of the change in policy for mall pickup and drop off during this time and the recommendation that this information be provided to customers earlier, rather than later. There were some changes requested of staff as the pickup/drop off locations no longer exist in the mall. WTOS members recommended letting customers know this information about the update to stops and limitations is communicated as soon as possible.

Levenson Lincoln provided the updated complaints review and questions/comments included a concern over the number of no-show complaints. Staff explained these are investigated and vehicles tracked by GPS, so they have a more accurate number of actual no shows. Drivers that have an actual no show are given retraining. Customers making complaints are given a tracking number and an apology after the investigation has concluded.

A few suggestions included adding an FAQ section to the website, revisiting stops at the University of Toronto, which staff noted is already started and a reminder regarding attending the Checker Cab event for members.

The next meeting is scheduled for February 2025.

Meeting Highlights:

- Reminder of reduced pick up and drop off locations at malls during December/January due to traffic and any changes to stops due to store closures.
- Summary of the complaints for November 2024.

Questions and Comments from the Committee

Nil.

17. Other/New Business

a. Wheel Trans Service - Media

Levenson Lincoln, Assistant Manager of Wheel-Trans Customer Service, talked about the recent CityTV report and clarified misleading points discussed. He confirmed there are no plans to make the Family of Service (FOS) mandatory at this time, and it remains optional and will continue to be optional until/unless the TTC Board decides otherwise. CityTV also reported that some areas of the City are underserved by Wheel-Trans, which is not true. The data they presented regarding the FOS being overutilized by certain pockets is by customers that have chosen that route and it was confirmed that most of these routes are not origin to destination, but often to a bus stop or subway station.

Questions and Comments from the Committee

The ACAT Vice-Chair asked if the TTC knew why people in those areas chose to take FOS in a disproportionate way and if it was well run there, could that be a lesson that would be transferable to other parts of the City. Levenson Lincoln stated they would look into this, but might be out of their control or based on demographics. Dean Milton, Manager of Strategic Initiatives, discussed that many of those trips are not from the originating destination.

b. E-Bike and E-Scooter Seasonal Prohibition

The ACAT Chair noted the TTC Board's decision banning E-bikes and E-Scooters on the TTC from November 15, 2024 to April 15, 2025 as they are more prone to fires in the colder weather.

Questions and Comments from the Committee

Nil.

c. December 3, 2024 TTC Board Meeting Information

The ACAT Chair noted that at the December 3, 2024 TTC Board meeting the outgoing ACAT members were acknowledged and thanked, along with the introduction and acceptance of the newest members. The 5-Year Accessibility Plan was accepted. There were a few deputations regarding Wheel-Trans appeals and scheduling and operation that were reviewed by staff. Finally, the ACAT General Meeting September 2024 minutes were accepted.

Questions and Comments from the Committee

A member noted that the TTC Board meeting information used to be a standing item on the Agenda and recommended bringing that back as the information was very helpful.

18. For ACAT Members' Information

ACAT New Member Orientation – January 8, 2025, at 1:30 p.m. to 3 p.m. (Hybrid)

ACAT Executive Elections – January 14, 2025, at 2 p.m. to 3:30 p.m. (Virtual)

ACAT New Member Training – January 23, 2025, 12:30 p.m. to 3:30 p.m. (Hybrid)

19. Next Meeting

Next ACAT General Meeting: Thursday, January 30, 2025 at 1:00 p.m.

20. Adjournment

Meeting adjourned at 3:30 p.m. on a motion by: Howard Wax.

Cindy Edwards
Recording Secretary