



Advisory Committee on Accessible Transit

April 2, 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 January 30, 2025 and February 27, 2025 to the April 2025 Board Meeting for information. At the January meeting the 2025 ACAT Executives and subcommittee memberships were announced. TTC staff presented information about existing programs and campaigns aimed at raising awareness about customers with non-visible disabilities and introduced a program TTC is considering, the Hidden Disabilities Sunflower Program, which offers a discreet way for people with hidden disabilities to ask for extra help by wearing a sunflower. ACAT members provided feedback about Metrolinx ECLRT Elevator accessible alternative signage for Line 5 and suggested including more detailed wording.

At the February 27, 2025 ACAT General Meeting, ACAT members discussed participation in Operator Recertification sessions and suggested reviewing talking points so that messages to Operators are consistent when members attend as speakers. They also asked if there was feedback about the new and modified bus routes between Kipling and High Park Stations and along Avenue Road and Yonge Street that were changed to ensure access to accessible subway stations.

There were no ACAT Subcommittee meetings held in January 2025. The following is a summary of the main topics discussed at the February ACAT Subcommittee meetings:

Communications Subcommittee

- TTC Wheel-Trans survey feedback and Wheel-Trans 50th Anniversary events. The topic of elevator and escalator outages was reassigned to the Service Planning Subcommittee.

Design Review Subcommittee

- Bloor-Yonge capacity improvement project and concerns about proposed platform edge doors and the impact on the platform width at Line 2 westbound. TTC staff undertook to provide a status report at a future meeting.

Service Planning Subcommittee

- Operator training and inconsistent information. TTC staff undertook to have a presentation at a future meeting to address conflicting information.

Wheel-Trans Operations Subcommittee

- Fixed PRESTO machines that will be installed in Wheel-Trans buses to replace mobile units and concerns about the ability to access the machine, the location of the PRESTO unit, and whether payment with a digital wallet could be an option.

Thank you.

Sincerely,

Betty Rivington-Law
2025 ACAT Chair

TORONTO TRANSIT COMMISSION
COMMITTEE MINUTES

APPROVED

Minutes of Meeting:	ACAT General Meeting
Meeting Date:	Thursday, January 30, 2025 1:00 p.m. to 3:30 p.m.
Location:	Hybrid meeting via Teams
Present:	Betty Rivington Law, ACAT Chair Lori Bailey, ACAT Vice-Chair Sophie Petrillo, ACAT Vice-Chair Debbie Gillespie Mei Hung Frank Lockhart Maria Marin Angela Marley Karen Mootoo Craig Nicol Jason Osborne Lauri Sue Robertson Chau Sheung Wong
Absent	Tammy Adams Lavarnan Mehavarnan
Pool Members	Oliva Darwin Azim Lila Paul Manna Nathaniel Tok
TTC Representatives:	Greg Percy, Chief Executive Officer Stephanie Davies, Chief Capital Officer Cameron Penman, Head of Wheel-Trans Dean Milton, Manager, Strategic Initiatives, Wheel-Trans Levenson Lincoln, Assistant Manager, Wheel-Trans Jeff Short, Senior Planner, Strategy & Foresight Natalie Francis, Manager, Planning and Policy, Wheel-Trans Adrienne Isaac, Administrative Assistant, Wheel-Trans Ross Visconti, Project Manager, Wheel-Trans Lodon Hassan, Divisional Manager, Customer Service, Wheel-Trans Stephan Boston, Chief Instructor, Operations Training Centre

Sneha Madhuri, Communications Advisor, Corporate Communications

Omar Jabbar, Program Manager, Wheel-Trans

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

Alex Blackwell, Coordinator, Wayfinding and Signage, Design and Wayfinding

Items Discussed

- 1/ Call to Order / Attendance
- 2/ Land Acknowledgement
- 3/ Declaration of Conflict of Interest
- 4/ Approval of Agenda
- 5/ Review and Approval of December 16, 2024, Minutes
- 6/ Remarks from TTC Executive – Greg Percy, Chief Executive Officer
- 7/ 2025 Executive Election results
- 8/ Remarks from ACAT Chair
 - a. TTC Board Meeting
- 9/ Announcement of 2025 Subcommittee Membership
- 10/ Wheel-Trans Transformation Update from Cameron Penman
- 11/ Outstanding Items
- 12/ Deputation: Nil
- 13/ Review of Correspondence:
 - a. Subway Barriers for Wheelchair Users Survey
- 14/ 2025 ACAT Meeting Dates
- 15/ Other/New Business
 - a. Non-Visible Disabilities Campaigns Overview – Jeff Short
- 16/ Next Meeting – February 27, 2025
- 17/ Adjournment

1. Call to Order/Attendance

Betty Rivington Law, 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

Addition to New/Other Business:

Feedback Request: ECLRT Elevator Accessible Alternatives Signage

Motion to approve the agenda as amended: Debbie Gillespie

Seconded: Lauri Sue Robertson

Carried: Agenda approved.

5. Review and Approval of December 16, 2024 Minutes

Motion to approve the Minutes of December 16, 2024: Lori Bailey

Seconded: Debbie Gillespie

Carried: Approved.

6. Remarks from TTC Executive – Greg Percy, Chief Executive Officer

Greg Percy, Chief Executive Officer, noted the power of the ACAT members to ensure the TTC does things better, faster and smarter and assist with how the TTC interfaces with members of the disability community. He welcomed the new and returning ACAT members and congratulated the ACAT Chair and Vice-Chairs on their appointments. Greg confirmed the TTC Board approval of a \$25,000,000 budget for the Old Mill Station to make it fully accessible.

Questions and Comments from the Committee

A member asked if there was a timeline for completion of the Old Mill Station. Stephanie Davies, Chief Capital Officer, confirmed that TTC staff are in the process of awarding the contract and expect completion in the next three years, depending on delays.

A member asked for the list of stations expected to be fully accessible in 2025 to be added to the minutes. Stephanie Davies noted the next station up for completion is High Park Station. Jeff Short, Senior Planner, Strategy and Foresight recommended reviewing the

[Easier Access III Project Status Update](#) for the TTC Board's December 3, 2024, meeting where those proposed stations are listed. He also pointed out that the estimated timelines for each remaining station is listed on [Easier Access Program Schedule](#) online.

A member asked if all the issues at Old Mill Station are now resolved, and Stephanie Davies confirmed they were. They are working with the residents in the area, as some of the staging would be very close to their properties.

Stations to become accessible in 2025:

- High Park
- Rosedale
- Greenwood
- Christie
- Summerhill
- Warden

7. 2025 Executive Election Results

The following members were elected to the 2025 ACAT Executive team: Betty Rivington Law as ACAT Chair, Lori Bailey as Co-Vice Chair, and Sophie Petrillo as Co-Vice Chair. Members were thanked for their interest in the Executive roles.

8. Remarks from ACAT Chair

Betty Rivington Law, ACAT Chair, welcomed new and returning members. She discussed the importance of listening to all voices and collaborating. Everything is moving forward with the Subcommittees formed and meeting dates set. ACAT members participated in Intersectionality and Bias training led by TTC's Diversity team. ACAT Vice-Chair, Sophie Petrillo, would be representing ACAT at the graduation ceremony of senior executives on January 31, 2025. ACAT members continue to participate in Operator training.

9. Announcement of 2025 Subcommittee Membership

Communications Subcommittee - Staff Liaison: Heather Brown. Members: Olivia Darwin, Mei Hung, Frank Lockhart, Maria Marin, Angela Marley, Karen Mootoo, Jason Osborne, Betty Rivington-Law.

Design Review Subcommittee - Staff Liaison: Jeff Short. Members: Tammy Adams, Debbie Gillespie, Paul Manna, Angela Marley, Lavarnan Mehavarnan, Craig Nicol, Sophie Petrillo, Chau Sheung Wong.

Service Planning Subcommittee - Staff Liaison: Jeff Short. Members: Lori Bailey, Debbie Gillespie, Azim Lila, Frank Lockhart, Maria Marin, Craig Nicol, Betty Rivington-Law, Lauri Sue Robertson, Nathaniel Tok.

Wheel Trans Operations Subcommittee - Staff Liaison: Levenson Lincoln. Members: Tammy Adams, Lori Bailey, Mei Hung, Lavarnan Mehavarnan, Karen Mootoo, Jason Osborne, Sophie Petrillo, Lauri Sue Robertson, Chau Sheung Wong.

10. Wheel-Trans Transformation and Update from Cameron Penman

Cameron Penman, Head of 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) will go out on February 7, 2025. The AVL update will allow TTC staff to locate vehicles and upgrade routes based on real-time traffic conditions. The IVR system would integrate four different phone numbers into one point of contact for Wheel-Trans customers and simplify contacting Wheel-Trans by phone. Cameron noted that Phases 5 to 8 of the Reservations, Scheduling, and Dispatch software upgrades should begin implementation soon. The updates will improve travel times based on traffic conditions and allow Wheel-Trans to better manage customer needs.

The Eligibility re-registration efforts for Wheel-Trans legacy customers continues to progress successfully. Re-registration ensures that all customers are in compliance with the AODA and categorizes customers as having unconditional, conditional or temporary eligibility. Approximately 17,500 customers have been re-registered overall, with 2,400 legacy customers re-registered in 2024. The remaining 2,800 customers will be re-registered by the end of 2025.

Most Accessible Taxis have “Where Is My Ride” capability, which is a feature that shows the vehicle location. Beck Taxi taxis will be integrated over the next few months and then accessible sedans will be integrated to include the “Where Is My Ride” feature.

Questions and Comments from the Committee

A member asked if data analytics used to help with ride times. Cameron confirmed that Google Maps is used to provide traffic information.

A member asked if the data would include weather conditions. Ross Visconti, Project Manager, Wheel Trans, responded there are too many variables where weather is concerned but it could be managed manually.

A member asked if the AVL would go beyond the Wheel Trans fleet to include the accessible taxis and sedans. Ross Visconti stated that the AVL will be extended to Accessible Taxis soon however Sedan taxis will be rolled out at a later time.

A member asked if the taxi drivers would have the capability to call customers. Ross Visconti explained that currently there is an auto call ahead to customers approximately 10 minutes before the ETA or scheduled pick-up time and there is also the capability of

tracking vehicles on a map in the Self-booking Website or through the Mobile App using the “Where Is My Ride” feature.

A member asked about updating the Notes section on the mobile app as now access to the Notes is only available on the computer. Ross Visconti explained that users have access to eight Favourite locations, which also save the notes for each location. Notes cannot currently be updated on the app. This feature will be included in future updates.

A member asked if the IVR could be integrated into the mobile app so you could hop from one system to another. Cameron Penman confirmed they will be integrated.

A member asked if the “Where’s my ride” feature is just available as a visual or could it be used with a screen reader. Ross Visconti confirmed both are available.

A member asked about the call that comes 10 minutes prior to your ride arriving and asked if it was still used. Ross Visconti confirmed that it was and triggers the vehicle location on the map.

A member asked if there is payment integration with the mobile app bookings. Cameron Penman stated payment can only be made through the rider’s mobile wallet or PRESTO cards.

A member asked about the communication regarding the final day to use the tokens and paper tickets. TTC staff would confirm that tokens and paper tickets would expire on June 1, 2025 for the conventional system and on December 31, 2025 for Wheel Trans vehicles.

11. Outstanding Items

a. Recommendation for Honorarium

This item will remain on the outstanding list pending a decision on the Pool members receiving an honorarium in the future.

b. Scarborough Centre Station Motion

This item was deferred to Q3 2025.

c. Recommendation to honour Sam Savona

This item was deferred to the Easier Access Project completion at College Station, which is expected in 2026.

d. ACAT AODA Training

All ACAT members have until February 28, 2025 to complete all six modules. This item was completed and will be removed from the Outstanding Items after the next meeting.

The Committee agreed that items not currently being addressed would be moved to Future Items so they do not have to be raised every month.

12. Deputation

Nil.

13. Review of Correspondence

a. Subway Barriers for Wheelchair Users Survey

The ACAT Chair and TTC staff are working on responding to a letter received and shared with ACAT.

14. 2025 ACAT Meeting Dates

Members were provided with a list of all ACAT General and Subcommittee meeting dates.

15. Other/New Business

a. Non-Visible Disabilities Campaigns Overview

Jeff Short, Senior Accessibility Planner, provided an overview presentation about the TTC's existing program ("Please Offer Me a Seat") and educational campaign (EnAbling Change poster campaign) to raise awareness about customers with non-visible disabilities, and highlighted another campaign called the Hidden Disabilities Sunflower Program, which the TTC is considering. It originated in the United Kingdom and was implemented in 2024 by Metrolinx and MiWay (Mississauga), as well as at Pearson Airport in Toronto. The campaign offers a discrete way for people with hidden disabilities to ask for extra help by wearing a sunflower. Jeff Short was looking for feedback from ACAT to determine if the TTC should implement this program.

Questions and Comments from the Committee

A member noted that during a recent operator recertification session, they discussed the "Please Offer Me a Seat" button and asked the operators if they thought this new Sunflower program would be beneficial. Most Operators did not know the program. This member wondered how the operators would be educated and how the information would be communicated if the TTC implemented the Sunflower Program.

A member commented that often people on transit (buses and streetcars) choose the front seats because they are close and it is easier to see out the front of the bus. It is impossible to know if they actually require the seats or not. This would provide a visual communication that might help.

A member asked how the information from the Sunflower Program would communicate to customers that a person might need a seat. Jeff Short explained it was not about customers understanding, but to have operators know that person might need assistance or more time. The member noted that the "Please Offer Me a Seat" communicates a specific need, but the sunflower does not. Jeff Short noted it is more about opening a conversation with the operator about what the customer might need.

A member asked if there was feedback from MiWay or Metrolinx regarding their experience using the program. Jeff Short noted there has been a lot of positive feedback, and MiWay also provided testimonials. Jeff Short was asked if MiWay could make a presentation to the ACAT General Meeting regarding their experience with the program. Jeff Short would try and arrange that with MiWay.

A member asked if the badge could be digitized in case a customer had forgotten their lanyard. Jeff Short was not sure if they had been asked but would look into this.

A member commented that they agreed that this program could be helpful, especially for those with invisible disabilities. This would also show the TTC participating in a program that would demonstrate an organization with a commitment to a wider community.

A member recommended that before the system is rolled out that the TTC should have a plan on how it would be rolled out to staff, education, etc. that would be presented to ACAT, along with the presentation from MiWay on their experience using the program. It might also help to have an ACAT member with a non-visible disability involved in the education part when rolling out to staff.

Jeff Short noted that the lanyard would be available at subway stations and a member suggested to make this an effective strategy, it should be all subway stations. The member also suggested that digitizing the sunflower, might open the program up to abuse. Jeff Short noted that staff could also wear items that show their support of the program.

Jeff Short also confirmed that the same lanyard would be used across all agencies to simplify and make it the same across all transit in the area.

b. Feedback Request: ECLRT Elevator Accessible Alternatives Signage

A member discussed the TTC's request for Metrolinx to share sample accessible alternative signage for Line 5 with ACAT for their feedback. In the TTC there is signage outside of each elevator that offers an accessible alternative route to customers if that elevator is not working. At the TTC's request, Metrolinx has agreed to provide this signage for Line 5 stations. Metrolinx is a provincial agency, so it is required to provide both English

and French on signage, which reduces the space available for English information. The sign would be a black background with white writing for English and a black background with light gray writing for French. TTC staff asked for feedback from ACAT by February 5, 2025, which does not give members much time. The accessible alternatives signage sample provided by Metrolinx was for Cedarvale Station. Alex Blackwell, Coordinator, Design and Wayfinding, explained that at this stage Metrolinx is looking for feedback on the overall approach to how information is displayed on the signs as well as on the level of detail, and not about specific information for the stations. He noted that as Line 5 is a Metrolinx project, the signs will follow the Metrolinx standard and not the TTC standard, even in the interchange stations.

A member commented that the wording, although concise, might require more detail. For instance, “proceed east to the next station entrance” is not specific enough. Alex Blackwell confirmed that at the entrance to each station there would be a map that would show riders where the next entrance would be, along with the location of elevators and accessible features. A member suggested that adding the address of the next entrance would be more effective.

A member asked where the signs would be located. Alex Blackwell confirmed signs would be located at the elevators.

A member noted that AODA requires a sign at the station entrance.

A member asked if the signs would be interactive or just visual. Alex Blackwell stated that there should be a screen reader capability on the digital displays near the entrances.

A member asked if there was a way to get help if there is an elevator outage on Line 5 via an intercom button. TTC staff confirmed there is a Passenger Assistance Intercom button at the elevator.

Alex Blackwell confirmed that the sign standards go as far as the property lines, and at the interchange stations the TTC signs would have to be updated to allow for the new information that would be required.

A member asked about including audible and visual messages on buses coming into a station if an elevator is out of service so a customer could decide on a new route. Ross Visconti confirmed that this is included in the information pushed by the app if a customer has signed up for these notifications and also available by e-mail alerts. TTC staff confirmed that new screens on buses would be coming that may be able to also provide this information.

c. In-Person Team-Building Activities

A member noted that it is important to get together in person since almost all of the Subcommittees meet virtually and suggested team building exercises or arranging a get together for ACAT members to make connections and get to know each other better.

16. Next Meeting

Next ACAT General Meeting: Thursday, February 27, 2025 at 1:00 p.m.

17. Adjournment

Meeting adjourned at 3:23 p.m. on a motion by: Lauri Sue Robertson.

Cindy Edwards
Recording Secretary

TORONTO TRANSIT COMMISSION
COMMITTEE MINUTES

APPROVED

Minutes of Meeting: ACAT General Meeting
Meeting Date: Thursday, February 27, 2025
1:00 p.m. to 3:30 p.m.

Location: Hybrid meeting via Teams

Present: Betty Rivington Law, ACAT Chair
Lori Bailey, ACAT Vice-Chair
Sophie Petrillo, ACAT Vice-Chair
Tammy Adams
Mei Hung
Frank Lockhart
Maria Marin
Angela Marley
Karen Mootoo
Craig Nicol
Jason Osborne
Lauri Sue Robertson
Chau Sheung Wong

Pool Members: Oliva Darwin
Azim Lila
Nathaniel Tok

Absent: Debbie Gillespie
Lavarnan Mehavarnan
Paul Manna

TTC Representatives: Bruce Macgregor, Deputy CEO
Cameron Penman, Head of Wheel-Trans
Dean Milton, Manager, Strategic Initiatives, Wheel-Trans
Levenson Lincoln, Assistant Manager, Wheel-Trans
Jeff Short, Senior Planner, Strategy & Foresight
Natalie Francis, Manager, Planning and Policy, Wheel-Trans
Adrienne Isaac, Administrative Assistant, Wheel-Trans
Ross Visconti, Project Manager, Wheel-Trans
Lodon Hassan, Divisional Manager, Customer Service,
Wheel-Trans
Stephan Boston, Chief Instructor, Operations Training
Centre
Sneha Madhuri, Communications Advisor, Corporate
Communications

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

Mohammed Shaikh, Divisional Manager, Wheel-Trans

Chrisanne Finnerty, Director, Commission Services

Celeste Young, Investigator/Advisor, HR Investigation Dept.

Items Discussed

- 1/ Call to Order / Attendance
- 2/ Land Acknowledgement
- 3/ Declaration of Conflict of Interest
- 4/ Approval of Agenda
- 5/ Review and Approval of January 30, 2025, Minutes
- 6/ Outstanding Items
- 7/ Remarks from TTC Executive
- 8/ Remarks from ACAT Chair
- 9/ Wheel-Trans Transformation Update from Cameron Penman
- 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 – March 27, 2025
- 15/Adjournment

1. Call to Order/Attendance

Betty Rivington Law, ACAT Chair, called the meeting to order at 1:06 p.m. Attendance was taken.

2. Land Acknowledgement

The ACAT Chair read the Land Acknowledgement.

3. Declaration of Conflict of Interest

Nil.

4. Approval of Agenda

Addition to New/Other Business:
Operator Recertification Participation by ACAT Members

Motion to approve the agenda as amended: Lauri Sue Robertson
Seconded: Craig Nicol
Carried: Agenda approved.

5. Review and Approval of January 30, 2025 Minutes

Motion to approve the Minutes of January 30, 2025: Sophie Petrillo
Seconded: Tammy Adams
Carried: Approved.

6. Outstanding Items

a. AODA Training

Members were reminded to complete this and provide the certificate to Adrienne Isaac, Wheel-Trans Administrative Assistant, by February 28, 2025.

b. Recommendations for Honorarium - Pool Members

The ACAT Chair confirmed the issue of a pool member honorarium would be addressed at the next ACAT General Meeting.

c. Scarborough Subway Extension Motion

This item was deferred to Q3 to give the DRS an opportunity to fully review.

d. Recommendation to Honour Sam Savona

This item is deferred to Q4 when it is hoped that the College Street elevator will be accessible.

7. Remarks from TTC Executive – Bruce Macgregor, Deputy CEO

Bruce Macgregor, Deputy CEO, thanked all ACAT members for their work and dedication, noting how important it is to all TTC customers in Toronto. He noted that there are major undertakings coming up, which include a focus on wayfinding improvements and a better communication system to communicate with customers.

Questions and Comments from the Committee

A member asked if there was feedback on the new bus routes travelling between Kipling and High Park Stations, and the modified bus routes along Avenue Road and Yonge Street that have been changed to ensure there is access to accessible subway stations. Bruce Macgregor will ask the Service Planning Department to provide an update to the Committee.

A member asked about the partnership that the TTC has with the City of Toronto when it comes to clearing snow at the bus stops and TTC access points. Bruce Macgregor noted that the last couple of weeks of snow had been challenging due to the significant amounts of snowfall. The TTC is in contact with the City and if ACAT members notice any areas that have not been cleaned to please let the TTC know as they can direct the City to those areas.

A member noted the public has heard about the Line 2 subway cars being ready for retirement and asked about replacements. Bruce Macgregor advised that financing from all three levels of government has been confirmed and information would be presented to ACAT subcommittees soon.

A member discussed the distance at Kennedy Station for customers to get from the subway platform to buses. Bruce Macgregor noted that this is due to work being done on the Eglinton Crosstown and the Scarborough Subway Extension (SSE), with the SSE work not expected to be completed until sometime in the 2030s. The bus routes “temporarily” relocated to further points at the terminal were those that would inconvenience the smallest number of passengers.

8. Remarks from the ACAT Chair

Betty Rivington Law, ACAT Chair, expressed her gratitude to the recently elected Subcommittee Chairs for stepping up to support the committee. She recently delivered her second report to the TTC Board and remained eager to attend the openings of additional accessible stations, acknowledging the dedication and hard work of ACAT in advancing accessibility initiatives.

9. Wheel-Trans Transformation Update from Cameron Penman

Cameron Penman, Head of Wheel-Trans, provided an update on the Transformation Program. Information about upcoming events for the Wheel-Trans 50th anniversary celebration will be sent to ACAT members over the next few months.

TTC staff continue to work towards the new Automatic Vehicle Location (AVL) and Interactive Voice Response (IVR) systems. Request for Proposals (RFPs) have gone out. This update will allow TTC staff to locate vehicles and upgrade routes based on real-time traffic conditions. The IVR system would integrate four different phone numbers into one point of contact for Wheel-Trans customers and simplify contacting Wheel-Trans by phone. Phases 5 to 8 of the Reservations, Scheduling, and Dispatch software upgrades have started. The updates will improve travel times based on traffic conditions and allow Wheel-Trans to better manage customer needs.

The eligibility re-registration efforts for Wheel-Trans legacy customers continues to progress successfully. Re-registration ensures that all customers follow the AODA requirements of categorizing customers as having unconditional, conditional or temporary eligibility. Approximately 17,500 customers have been re-registered overall. The remaining 2,800 customers will be re-registered by the end of 2025, with 200 already re-registered this year.

Most Accessible Taxis now have “Where Is My Ride” capability, which is a feature that shows the vehicle location. Beck Taxi Accessible Taxis will be integrated over the next few months and then sedan vehicles will be integrated to include the “Where Is My Ride” feature in the future.

Questions and Comments from the Committee

Nil.

10. Deputation

Nil.

11. Review of Correspondence

Nil.

12. Subcommittee Reports, Highlights and Updates

Communications Subcommittee (CS)

The CS meeting was held February 6, 2025 at 1 p.m. The election of a CS Chair was deferred. TTC staff presented information about the TTC Wheel-Trans survey and requested feedback. Sneha Madhuri, Communications Advisor, Corporate

Communications, provided an update about events planned for the Wheel-Trans 50th Anniversary. The issue of elevator and escalator outages was reassigned to the Service Planning Subcommittee.

The next meeting is scheduled for March 6, 2025 at 1 p.m.

CS Meeting Highlights:

- TTC Wheel-Trans survey feedback
- Wheel-Trans 50th Anniversary events
- Elevator and escalator outages re-assigned to SPS

Design Review Subcommittee (DRS)

The DRS meeting was held February 11, 2025 at 1:30 p.m. Craig Nicol was acclaimed as the 2025 DRS Chair. The capacity improvement project at Bloor-Yonge station was discussed, specifically concerns about platform edge doors and the platform width at Line 2 westbound.

The next DRS meeting is scheduled for March 11, 2025 at 1:30 p.m.

DRS Meeting Highlights:

- Craig Nicol acclaimed as 2025 DRS Chair
- Bloor-Yonge capacity improvement project platform edge doors and platform Line 2 westbound width

Wheel-Trans Operations Subcommittee (WTOS)

The WTOS meeting was held February 12, 2025 at 1 p.m. Lauri Sue Robertson was appointed to be the 2025 WTOS Chair. Mohammed Shaikh, Divisional Manager, Wheel-Trans, discussed new PRESTO fixed units that will be put in Wheel-Trans buses in the near future. Concerns about the ability to access the machines, paying with a digital wallet and the location of the PRESTO unit were discussed. Wheel-Trans customer complaints were reviewed and questions asked about obtaining more detailed information. TTC staff will provide additional information at a future WTOS meeting for further discussion.

The next WTOS meeting is March 12, 2025 at 1 p.m.

WTOS Meeting Highlights:

- Lauri Sue Robertson appointed to 2025 WTOS Chair
- Fixed PRESTO machines in Wheel-Trans buses
- Wheel-Trans Customer Complaints

Service Planning Subcommittee (SPS)

The SPS meeting was held on February 18, 2025 at 1:30 p.m. Debbie Gillespie was acclaimed as the 2025 SPS Chair. The Subcommittee asked for a presentation to be arranged from the Operating Training team to address conflicting information given to Operators and ACAT.

The next meeting is scheduled for March 18, 2025 at 1:30 p.m.

SPS Meeting Highlights

- Debbie Gillespie acclaimed as 2025 SPS Chair
- Operator Training future presentation to address conflicting information

13. Other/New Business

a. Operator Recertification Participation by ACAT Members

A member discussed ACAT member participation in Operator training sessions and encouraged members to sign up to speak at recertification sessions to help Operators understand ACAT and how to help TTC be more accessible. She discussed that it is important to convey to Operators that each person and disability is unique and things impact people differently. The member referred to a document in the ACAT Member's Manual entitled "Talking Points for Participation on Staff Training," which gives ACAT members a consistent message for Operators. She suggested updating the Talking Points section of the manual. The member will send her suggested edits to Adrienne Isaac, who will send a copy of the current wording and the suggested updates to ACAT members and to Stephan Boston, Chief Instructor, Operations Training Centre, for review and feedback.

b. AODA Training - Issue for Members using Screen Readers

A member noted that the AODA overview online training presented significant challenges when using a screen reader. In response, Jeff Short requested that those who encountered issues provide specific details, which he would then forward to the provincial government which developed the training.

c. Feedback from Riders

A member asked about the TTC providing Wi-Fi on Wheel-Trans buses and possibility an area to charge their mobility devices on the bus. Cameron Penman would take this back to the proper team and get a reply back to members.

d. Inconsistent messaging about Operator protocols and procedures

A member noted discrepancies between what Operators advise about protocols and procedures and what ACAT is advised. She provided an example of ACAT being told that if the air conditioning is not working on a Wheel-Trans bus it should be reported and the

bus turned in for a new bus. Operators have advised they are told to keep driving unless it is a heat alert day. Jeff Short and Stephan Boston will report back to ACAT once they clarify the policy.

16. Next Meeting

Next ACAT General Meeting: Thursday, March 27, 2025 at 1 p.m.

17. Adjournment

Meeting adjourned at 2:16 p.m. on a motion by Lori Bailey.

Cindy Edwards
Recording Secretary