



Advisory Committee on Accessible Transit

August 28, 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 June 26, 2025 and July 31, 2025 to the September 2025 Board Meeting for information. At the June meeting, ACAT members received information about TTC Bus Transportation's efforts to enhance bus service accessibility, including holding mobility device workshops at bus divisions, specialized customer service training and conducting securement spot checks to support Operators and ensure safety. Members discussed the need for improved communication between customers and Operators, especially when it comes to customers with vision loss and how they are impacted when audio announcements are off, and encouraged promoting customer use of accessible flashcards that indicate to approaching buses that a ramp needs to be lowered for a customer. Members also discussed feedback received from some Operators at recertification sessions, where some expressed concerns about damaging equipment or injuring passengers.

At the July meeting, TTC's Racial Equity Office presented information about the Family of Services (FOS) equity analysis project that is ongoing in an effort to assess the equity impacts of FOS trips. ACAT suggested providing information about accessible services during the engagement process and recommended mentioning that alternative formats for surveys are available upon request.

The following is a summary of the main topics discussed at the June and July ACAT Subcommittee Meetings:

Communications Subcommittee

June meeting:

- Communication plan for new Route 406 Community Bus: The subcommittee reviewed designated stops, trip planning tools, feedback collection and referred items for follow up to the Service Planning Subcommittee.
- 10 year Wayfinding Strategy: The subcommittee provided suggestions on signage, compliance and real-time information.
- Wheel-Trans communications and promotion of mobile app.

July meeting:

- Ongoing First On/Last Off and Support Person Assistance Card message wording.
- September 6, 2025 Wheel-Trans 50th Anniversary event and promoting Wheel-Trans self-booking app.

Design Review Subcommittee (no meeting held in June)

- Bus Design Innovation program enhancement of Operator and customer safety: The Subcommittee provided feedback about quiet electric buses, non-slip flooring and communication barriers, which will inform future design discussions.

- Advancing Line 5 Accessible Pedestrian Signal (APS) implementation and addressing low audio announcements and pre-boarding messaging.

Service Planning Subcommittee

June meeting:

- Transit stops planning and management: The Subcommittee expressed there is a need for consistent standards for audio announcements and accessible infrastructure across neighbourhoods.

July meeting:

- 2026 TTC Annual Network Plan review.
- 2025 Accessibility Plan Status Report overview.

Wheel-Trans Operations Subcommittee

- Interactive Voice Response system upgrade status.
- Electric vehicle pilot testing smaller electric vehicles for Wheel-Trans fleet.

July meeting:

- FOS Equity Analysis project overview.
- Expected 2027 PRESTO upgrade to Wheel-Trans vehicles.

Thank you.

Sincerely,

Betty Rivington-Law
2025 ACAT Chair

TORONTO TRANSIT COMMISSION
COMMITTEE MINUTES

APPROVED

Minutes of Meeting: ACAT General Meeting
Meeting Date: Thursday, June 26, 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
Maria Marin
Angela Marley
Lavarnan Mehavarnan
Karen Mootoo
Lauri Sue Robertson
Chau Sheung Wong
Craig Nicol
Mei Hung

Pool Members: Oliva Darwin
Paul Manna
Nathaniel Tok

Absent: Tammy Adams
Frank Lockhart
Azim Lila

TTC Representatives: Michael Atlas, General Counsel
John Boucher, Manager, Lakeshore Garage
Heather Brown, Director of Customer Experience
Lodon Hassan, Divisional Manager, Wheel-Trans Customer Service
Robert Smith, Head of Bus Transportation
Hung Hong, Project Manager, Wheel-Trans

Adrienne Isaac, Administrative Assistant, Wheel-Trans
Levenson Lincoln, Assistant Manager, Wheel-Trans
Customer Service
David LoPresti, Manager, Contracted Taxi Services, Wheel-
Trans
Sneha Madhuri, Communications Advisor, Corporate
Communications
Dean Milton, Manager, Strategic Initiatives, Wheel-Trans
Ike Onuoha, Program Manager, Vehicle Programs
Cameron Penman, Head of Wheel-Trans
Mohammed Shaikh, Divisional Manager, Wheel-Trans
Ross Visconti, Project Manager, Wheel-Trans
Stephan Boston, OTC Chief Instructor
Swathi Sreenivasan, Human Rights and Investigations

Items Discussed

- 1/ Call to Order / Attendance
- 2/ Land Acknowledgement
- 3/ Declaration of Conflict of Interest
- 4/ Approval of Agenda
- 5/ Review and Approval of May 29, 2025, Minutes
- 6/ Remarks from TTC Executive
- 7/ Remarks from ACAT Chair
 - a. Q2 ACAT Executive Quarterly Meeting
 - b. TTC Board Meeting
- 8/ Wheel-Trans Transformation Update from Cameron Penman
- 9/ Bus Transportation Enhanced Customer Service Training and Mobility Device Securement Spot Check update – Robert Smith, Head of Bus Transportation
- 10/Outstanding Items
- 11/Deputation: Nil
- 12/Review of Correspondence: Nil
- 13/Subcommittee Reports, Highlights and Updates
 - Communications
 - Design Review (no meeting)
 - Service Planning
 - Wheel-Trans Operations
- 14/Other/New Business:
 - a. Accessible Flashcards – Lauri Sue Robertson
- 15/Next Meeting – July 31, 2025
- 16/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

Sophie Petrillo, ACAT Vice-Chair, read the Land Acknowledgement.

3. Declaration of Conflict of Interest

Nil.

4. Approval of Agenda

Motion to approve the agenda as presented: Debbie Gillespie

Seconded: Lori Bailey

Carried: Agenda approved.

5. Review and Approval of May 29, 2025 Minutes

Motion to approve the Minutes of May 29, 2025: Lauri Sue Robertson

Seconded: Chau Sheung Wong

Carried: Approved.

6. Remarks from TTC Executive – Michael Atlas, General Counsel

Michael Atlas, TTC General Counsel, provided an overview of the TTC's Legal Department, which handles personal injury, commercial and procurement work, human rights, labour issues, prosecutions, court advocacy, and video services. He described the structure and functions of various teams under Legal Services, including handling up to 40,000 video downloads annually and managing board meetings and TTC records management. He also shared a courtroom anecdote to illustrate the nature of legal advocacy and concluded by opening the floor for questions, noting previous discussions around Metrolinx communications and Line 5 openings.

Questions and Comments from the Committee

A member asked if there was a date for the Line 5 opening. Michael Atlas was unable to confirm the date, noting that various milestones must be met, including the revenue service demonstrations tests, before the line is ready for revenue service (i.e. open to the public).

A member asked if ACAT members had any insurance similar to director and officer insurer relating to the work they do on the Committee. Michael Atlas undertook to report back to ACAT on whether members are insured.

An ACAT Vice-Chair asked what the TTC would be doing to bring the new TTC CEO up to speed on TTC related issues. Michael Atlas noted that the new CEO's focus would likely be on the larger projects, service efficiencies, and onboarding of new lines and that the CEO has already reached out to TTC staff on these issues.

7. Remarks from the ACAT Chair

a. Q2 ACAT Executive Quarterly Meeting Summary

Betty Rivington Law, ACAT Chair, summarized the recent Q2 ACAT Executive Quarterly meeting, highlighting discussions on the PRESTO Support Person Card, Wheel-Trans cross-boundary service, and the completed outstanding item about the One Fare program. Greg Percy, TTC Interim CEO, discussed a donation of two retired Wheel-Trans buses to New Vision, and Jamaal Myers, TTC Chair, discussed ferry accessibility improvements. The topic of TTC analytics on elevator and escalator performance was also discussed, with a presentation expected for a future meeting. The ACAT Chair thanked ACAT members for their involvement in the TTC Family Day held on June 22, 2025.

Questions and Comments from the Committee

A member commented that there were not enough cooling buses at the TTC Family Day for the number of people that were there and suggested having more washrooms available in the future.

A member commended the mobility device securement challenge that was part of the Rodeo challenge as an effort to make conventional transit Operators aware of the procedures. The member reported there was confusion regarding the location of the Family Day Wheel-Trans Pick-up and Drop-off stop and recommended event organizers clarify with onsite Wheel-Trans staff.

A member noted that the ACAT table was located far away from the other tables and suggested it should be moved to a better, more accessible location.

b. TTC Board Meeting

Betty Rivington Law presented the approved April 23, 2025 ACAT General Minutes to the TTC Board on June 23, 2025.

Questions and Comments from the Committee

Nil.

8. Wheel-Trans Transformation Update

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)

system, with a chosen successful bidder, and the successful bidder for the Interactive Voice Response (IVR) systems would be determined soon.

Eligibility re-registrations of Wheel-Trans Legacy customers continue to progress successfully. 400 customers have re-registered in 2025, with approximately 2,000 active customers remaining. Most Accessible Taxis now have “Where Is My Ride” capability, including Beck Accessible Taxis, with only a few remaining cars to be onboarded. Sedan vehicles would start being integrated into the system in the coming months.

Cameron shared Wheel-Trans has received approval for the electric vehicle sedan pilot project, which will allow Wheel-Trans to procure up to 10 sedan vehicles to operate as part of the Wheel-Trans fleet. The pilot would be presented to the TTC Board for approval in July 2025 and additional information would be brought to ACAT for feedback if the Board approves the pilot.

Questions and Comments from the Committee

A member noted seeing a driver smoking while the Wheel-Trans passenger sat in the vehicle. TTC staff agreed this was not correct procedure and would remind contractors not to do that.

A member suggested providing a list of stops on each bus to assist conventional drivers in case the automated announcements fail. Robert Smith, Head of Bus Transportation, acknowledged this concern, noting that many new Operators may face challenges despite receiving route training, and agreed that manual stop calls are still required. He committed to following up with bus divisions to ensure Operators have the necessary tools, such as route cards, available.

A member noted an issue with Wheel-Trans drivers sometimes dropping people off at the wrong door, which makes it difficult to find the correct location, especially if the customer has vision loss and is unfamiliar with their surroundings. David Lo Presti, Manager of Contracted Taxi Services, would look into the specific landmark and update it as needed. Cameron Penman noted if the driver is unsure of the location, they should always call dispatch for clarification and assistance.

9. Bus Transportation Enhanced Customer Service Training and Mobility Device Securement Spot Check Update

Robert Smith outlined TTC’s recent efforts to enhance bus service accessibility, including mobility device workshops, specialized customer service training, and securement spot checks to support Operators and ensure safety. Initiatives like the 52nd Annual Bus Rodeo Accessibility Challenge and continued collaboration with Wheel-Trans highlight a commitment to ongoing learning, accountability, and community engagement. Looking ahead, TTC remains focused on improving Operator readiness and delivering fully inclusive and accessible transit service across Toronto.

Questions and Comments from the Committee

A member noted that few Operators feel confident securing mobility devices, citing fears of damaging equipment or injuring passengers, and called for more training and clearer communication. Robert Smith responded that monthly volunteer workshops are held with support from Joint Health and Safety Committees and local management, with attendance tracked. He acknowledged that awareness could be improved. Levenson Lincoln shared that the Wheel-Trans Travel Training team is now collaborating with the Bus Transportation group to enhance Operator training and access to devices.

A member agreed with the above issues and also noted that drivers need to be more communicative with passengers who require assistance, particularly customers with vision loss, especially in the case where Operators stop a distance away from the regular stop location, like in construction areas.

A member noted that they show Operators at the recertification training sessions how to assist people who are blind and participants agreed the exercise helped them be more comfortable.

An ACAT Vice-Chair suggested annual mandatory training about mobility devices on the conventional system for Operators. Robert Smith responded that securing mobility devices is already part of mandatory initial and recertification training, with additional literature available in divisions. He noted that while voluntary workshops help improve skills, Operator proficiency varies due to differing experience levels.

A member noted that ACAT hears that if a bus has malfunctioning air conditioning or heating it is automatically pulled from service and repaired, but Operators and managers at the recertification training sessions disagree. John Boucher, Lakeshore Garage Manager, explained that buses are randomly tested throughout the day and at the start of each morning. A member asked how many change off situations happen on an average day. John Boucher would report back to the Committee on Robert Smith's behalf.

A member noted that when Operators interact with people with vision loss, they should automatically say if there is a change in drop off location before letting the customer off the bus. This is important for locating and wayfinding. Stephan Boston, Chief Instructor, Operations Training Centre, noted that the drivers should already be doing this, but a communications campaign to remind drivers of the importance of letting customers know could help.

A member also advised, when the audio announcements are off, Operators should inform customers where they are getting off, to ensure they are getting off at the right stop. Robert Smith agreed with this, noting this is the highest auditing that they do, and it is generally very accurate.

A member asked that Operators be reminded to ask riders who have disabilities where they want to get off and if the customer requires the ramp deployed. There are also

accessible flashcards available for customers to use and this should be communicated to customers and Operators to use to let Operators know a ramp needs to be deployed when pulling up to a stop.

A member noted, especially with blind customers, it is important for them to be able to communicate with Operators, which has been getting more difficult. Robert Smith noted that things have changed dramatically since COVID, and the Operators had to be isolated due to frequent assaults. TTC staff are working to improve the barriers.

A member noted when they encouraged the Operators to ask customers about securement, the Operator stated that they could get in trouble for being off schedule. Robert Smith noted Operators are accommodated with schedule adjustments as needed when warranted. Operators must notify dispatch if they are delayed and it is resolved.

10. Outstanding Items:

a. PA Audit Survey

This item was completed and would be removed after the next meeting.

b. Scarborough Centre Motion

This item was complete and would be removed next month.

c. ACAT Manual

This would be coming back to members for their edits in Q4.

11. Deputation

Nil.

12. Review of Correspondence

Nil.

13. Subcommittee Reports, Highlights and Updates

Communications Subcommittee (CS)

Maria Marin, CS Chair, presented the highlights for the meeting was held on June 5, 2025.

Lauren La Rose, Manager, Customers Communications, presented the communications plan for the new Route 406 Community Bus, launching June 24 as a 9-month pilot with accessible service and targeted outreach. Members asked about language options,

designated stops, trip planning tools, and feedback collection, with most items confirmed or referred to Service Planning. Laura Lehming, Design and Wayfinding Manager, outlined TTC's 10-year Wayfinding Strategy focused on accessibility, digital tools, and universal design, with members offering suggestions on signage, compliance, and real-time info. Sneha Madhuri, Communications Advisor, shared updates on Wheel-Trans communications, including Accessibility Week events, vehicle donations, and promotion of the AccessNow app.

The next meeting was scheduled for July 3, 2025.

CS Meeting Highlights:

- Community Bus Expansion including the 406, including community feedback.
- Wayfinding strategy to enhance system usability.

Design Review Subcommittee (DRS)

There was no DRS meeting held in June. Next meeting is scheduled on July 8, 2025

Wheel-Trans Operations Subcommittee (WTOS)

Lauri Sue Robertson, WTOS Chair, presented the highlights for the meeting that was held on June 11, 2025.

The IVR system used for booking Wheel-Trans trips was discussed, with vendor evaluations now underway and updates expected by early summer. The TTC is also launching a pilot to test smaller electric vehicles for the Wheel-Trans fleet as part of its net zero strategy, with further updates coming after the July TTC Board meeting. Ongoing work is being done to add new stops and landmarks based on feedback, and a new 406 Community Bus route would launch in late June. A complaint review showed generally low complaint rates, and discussions included addressing service dog accommodation, driver training on wheelchair securement, and improving online booking clarity.

The next WTOS meeting was scheduled for July 9, 2025.

WTOS Meeting Highlights:

- IVR System Upgrade.
- Electric Vehicle Pilot.
- Service Improvements.

Service Planning Subcommittee (SPS)

Debbie Gillespie, SPS Chair, presented the highlights for the SPS meeting that was held on June 17, 2025.

Curtis Batuszkin, Senior Planner at the TTC, presented on how the Transit Stops Planning team manages over 9,000 stops citywide, focusing on safety, accessibility,

and integration with broader infrastructure. Key initiatives include Vision Zero safety measures, modernization projects, and coordination with major developments like Line 5 and Villiers Island. Subcommittee members raised concerns about gaps in service, inconsistent stop markings, and the accessibility of shelters and wayfinding tools, especially for those with vision loss. Additional topics included transit app data accuracy, audio announcements, and the need for consistent standards and accessible infrastructure across neighborhoods.

The next SPS meeting was scheduled for July 15, 2025.

SPS Meeting Highlights

- Presentation on the transit stops.
- The need for consistent standards for audio announcements.

14. Other/New Business

a. Accessible Flashcards

A member discussed that at Operator recertification sessions drivers expressed strong support for the “Please lower the ramp” and on reverse side “Please kneel the bus” flashcards, noting they are effective but underused because many riders do not know they exist. The member suggested making the flashcards more visible by placing them near Ride Guides on buses so passengers, easily find and use them. While the flashcards are available at TTC Customer Service centres, through Travel Trainers, and by request, increasing visibility could encourage greater usage and improve accessibility for riders and drivers alike.

Questions and Comments and Questions from the Subcommittee

A member suggested advertising the accessible flashcards in the next Access Newsletter. It was also suggested adding information to the website about the flashcards and it was confirmed it was already on there, but perhaps better communication would improve access.

b. TTC Family Day

A member noted that the most requested items were full TTC maps and the new 406 Scarborough Community Bus route map and neither were available at the ACAT table. It was noted that the 406 Scarborough Community Bus route map had not been available but they would improve this for next year.

A member also commented that the upcoming Line 5 and Line 6 should also have maps available as soon as possible to ensure they are ready for opening. Heather Brown confirmed they are working on those.

c. Outgoing CEO – Greg Percy

Greg Percy, Interim CEO, addressed members. He discussed that the TTC Family Day event was a success despite the extreme heat, drawing between 5,000 and 6,000 attendees and offering cooling stations, water, and shaded buses to help people stay comfortable. He thanked the ACAT Chair and Mei Hung for assisting with the Bus Rodeo challenge, and praised the event for its thoughtful planning, strong turnout, and collaborative team effort. Greg Percy thanked ACAT members for all their contributions and for all he has learned from them.

15. Next Meeting

Next ACAT General Meeting: Thursday, July 31, 2025 at 1 p.m.

16. Adjournment

Meeting adjourned at 3:02 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, July 31, 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
Debbie Gillespie
Azim Lila
Angela Marley
Lavarnan Mehavarnan
Karen Mootoo
Craig Nicol
Lauri Sue Robertson
Chau Sheung Wong

Pool Members: Oliva Darwin
Paul Manna
Nathaniel Tok

Absent: Mei Hung
Frank Lockhart
Maria Marin

TTC Representatives: Mandeep Lali, TTC CEO
John Boucher, Manager, Lakeshore Garage
Lodon Hassan, Divisional Manager, Wheel-Trans Customer Service
Adrienne Isaac, Administrative Assistant, Wheel-Trans
Levenson Lincoln, Assistant Manager, Wheel-Trans Customer Service
David LoPresti, Manager, Contracted Taxi Services, Wheel-Trans
Adrian Grundy, Head of Corporate Communications
Sneha Madhuri, Communications Advisor, Corporate Communications
Dean Milton, Manager, Strategic Initiatives, Wheel-Trans
Omar Jabbar, Program Manager, Wheel-Trans
Cameron Penman, Head of Wheel-Trans

Jeff Short, Acting Manager, Customer Policy & Planning

Eunice Yeboah, Anti-Racism Policy Consultant

May Liang, Anti-Racism Policy Consultant

Hasina Aimaq, Engagement Consultant

Michael Pimentel, Co-ordinator of Wheel-Trans Contracted Services

Warren Rupnarain, Accessibility Consultant

Items Discussed

- 1/ Call to Order / Attendance
- 2/ Land Acknowledgement
- 3/ Declaration of Conflict of Interest
- 4/ Approval of Agenda
- 5/ Review and Approval of June 26, 2025, Minutes
- 6/ Remarks from TTC Executive
- 7/ Remarks from ACAT Chair
 - a. TTC Board Meeting
- 8/ Wheel-Trans Transformation Update
- 9/ FOS Equity Analysis Project Plan
- 10/Outstanding Items
- 11/Deputation: Nil
- 12/Review of Correspondence:
 - a. Driver treatment of customer
 - b. Late cancellation policy
- 13/Subcommittee Reports, Highlights and Updates
 - Communications
 - Design Review
 - Service Planning
 - Wheel-Trans Operations
- 14/Other/New Business:
 - a. ACAT feedback submission and tracking
 - b. Potential renaming of Service Planning Subcommittee
- 15/Next Meeting – July 31, 2025
- 16/Adjournment

1. Call to Order/Attendance

Betty Rivington Law, ACAT Chair, called the meeting to order at 1:04 p.m. Attendance was taken.

2. Land Acknowledgement

Lori Bailey, ACAT Vice-Chair, read the Land Acknowledgement.

3. Declaration of Conflict of Interest

Nil.

4. Approval of Agenda

Motion to approve the agenda as presented: Lauri Sue Robertson

Seconded: Debbie Gillespie

Carried: Agenda approved.

5. Review and Approval of June 26, 2025 Minutes

Motion to approve the Minutes of June 26, 2025 as amended: Craig Nicol

Seconded: Debbie Gillespie

Carried: Approved.

6. Remarks from TTC Executive – Mandeep Lali, CEO

Mandeep Lali, TTC CEO, addressed members for the first time since being appointed as the TTC CEO. He gave a summary of his background along with his priorities, including a reliable transit service, that is accessible and equitable.

Questions and Comments from the Committee

A member emphasized the need for improved accessibility on the TTC, noting a decline in accessible services such as deploying ramps or lowering seats for riders with disabilities. They urged that these practices become standard and not require riders to request them. Additionally, they encouraged TTC leaders to participate in disability simulation training and hear firsthand experiences offered by ACAT to better understand and address the needs of people with disabilities.

A member asked if the new TTC CEO would be bringing new technology experienced in other cities to Toronto. Mandeep Lali emphasized that while transit systems like those in London, New York, and Toronto may lag behind tech giants in innovation, there are valuable opportunities to adopt artificial intelligence (AI) and digital tools to improve service. They highlighted the potential of technologies such as predictive maintenance and faster failure diagnostics to reduce service disruptions and enhance efficiency. Rather than

focusing solely on past projects, the speaker stressed the importance of learning from a broader range of industries to modernize transit operations.

An ACAT Vice-Chair suggested the importance of considering a wide range of disabilities, including both visible and invisible ones, when designing accessible transit services. They shared an example of a recent visit to evaluate the design of a new electric bus where individuals with different mobility devices provided input to ensure the vehicle accommodates diverse needs. Mandeep Lali acknowledged the value of such lived experience in shaping better, more inclusive transit design and expressed appreciation for ongoing collaboration.

A member also suggested travelling the system with the device that simulates visual impairment to see how those customers navigate the system.

7. Remarks from the ACAT Chair

a. TTC Board Meeting

Betty Rivington Law, ACAT Chair, attended the July 17, 2025 TTC Board meeting and confirmed there were no questions for her report at that time.

b. E Bus Visit

On July 23, 2025 three ACAT members visited the Damera plant in Mississauga and reviewed a wooden prototype of a new Wheel-Trans accessible bus. The prototype featured side and rear ramps, and the ACAT participants tested maneuvering mobility devices like scooters and walkers while offering feedback on safety, ventilation, and ramp slope. The engineers were responsive to concerns and the Wheel-Trans operator who attended contributed insights from a safety and operational perspective. ACAT members will be invited back to Damera to review design updates in the future.

c. ACAT Applications

The ACAT Chair reminded members that the deadline to submit applications for 2026 ACAT membership is August 12, 2025 and encouraged members to spread the word.

Questions and Comments from the Committee

Jeff Short, Acting Manager, Customer Policy & Planning, reminded ACAT Pool members that they must also apply again for the be considered for 2026 membership.

A member who participated in the July 23 e-bus design review noted there was no fully accessible washroom onsite, which is an example of how people misunderstand what is required to be accessible.

8. Wheel-Trans Transformation Update

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) system, a successful bidder has been selected. The successful contractor for the new Interactive Voice Response (IVR) system will be determined by Q4 2025.

Eligibility re-registrations of Wheel-Trans Legacy customers continue to progress successfully. Almost 500 customers have re-registered in 2025, with approximately 2,000 active customers remaining. Most Accessible Taxis now have “Where Is My Ride” capability, including Beck Accessible Taxis, with only a few remaining cars to be onboarded. Sedan vehicles will start being integrated into the system in the coming months.

Cameron Penman shared that Wheel-Trans has received approval for the electric vehicle sedan pilot project, which will allow Wheel-Trans to procure up to 10 electric sedan vehicles to operate as part of the Wheel-Trans fleet. The pilot was approved by the TTC Board in July 2025 and additional information will be brought to ACAT for feedback as Wheel-Trans moves forward with the pilot. Wheel-Trans is also working towards providing an AI assist for booking and answering phones, which will require a careful roll out to ensure a smooth transition.

Questions and Comments from the Committee

A member asked about the automatic vehicle location (AVL) system upgrade. Cameron Penman confirmed it is being upgraded to improve real-time tracking of buses, enabling better Estimated Time of Arrival (ETA) predictions and enhanced scheduling to avoid delays. A key feature being explored is the use of detachable tablet-style mobile data terminals, which would allow operators to access customer information, directions, and even take time-stamped photos in case of no-shows. While this upgrade applies only to buses, a separate project is underway to implement “Where’s My Ride” GPS tracking for Accessible Taxis and sedans.

A member commented on a situation where they were waiting for their Wheel-Trans bus and it was showing an ETA, when it disappeared and they were picked up in a sedan. Cameron Penman explained that was likely done so the ride was not held up. Meaning, a Wheel-Trans bus or Accessible Taxi was originally assigned to the ride but was running late and Dispatch moved the trip to an available sedan taxi to avoid further delays. Sedan taxis have yet to be integrated into the “Where’s my Ride” system, therefore the ETA disappeared.

A member asked if the new system would allow GPS tracking of where the vehicles have been and Cameron Penman explained Wheel-Trans vehicles already have this capability. The member commented that the system needed updating as the maps seem to be out of date and Cameron Penman explained that is one of the reasons they are working hard to have this new AVL system implemented.

A member asked if the route was given to the driver on a turn-by-turn basis, and Cameron Penman confirmed it was but noted that often the drivers know the City and traffic better than the current system.

A member recommended a company to consider in order to help with some of the technology integration.

A member commented that when they travel with their service dog in the contracted sedans, the drivers take corners quickly and often brake sharply, causing the dog to shift unsafely. This comment would be taken back to the drivers and the suggestion of alternative flooring would also be taken back.

9. FOS Equity Analysis Project Plan

Eunice Yeboah, Anti-Racism Policy Consultant, Racial Equity Office, May Liang, Anti-Racism Policy Consultant, Racial Equity Office, Hasina Aimaq, Engagement Consultant, Racial Equity Office and Dean Milton, Manager, Strategic Initiatives, Wheel-Trans provided a presentation on the equity analysis project undertaken by the Racial Equity Office at the TTC. The Family of Service (FOS) Trips Equity Analysis is a collaborative project between the Racial Equity Office (REO) and Wheel-Trans, launched in response to a December 2024 TTC Board motion to assess the equity impacts of FOS trips. The project includes media and data analysis, an external survey, external consultations, and a comprehensive equity analysis report, with findings to be presented by December 2025. During the December 2024 TTC Board meeting a deputant asserted that FOS trips are disproportionately assigned to racialized and low-income neighbourhoods. The FOS equity analysis will determine if there are areas that require improvement by using public consultations, data analyses and customer survey data. The project prioritizes accessible engagement and transparent documentation to inform future service planning and ensure alignment with TTC's equity and inclusion goals.

Questions and Comments from the Committee

A member asked if the 3.9% data mentioned is that of Wheel-Trans customers or total Toronto residents. Dean Milton commented that the PowerPoint slides that were presented at the TTC Board meeting had no accompanying analyses for verification but it seemed to be total Toronto residents.

A member asked if the Durham region would be included in the jurisdictional scan, as it was not included. Eunice Yeboah confirmed that Durham region would be included.

A member noted that they mention accessible services during the engagement process and recommended they include alternative format upon request for those that might need it in Braille or on a screen reader.

A member raised a point about analyzing the geographic distribution of Wheel-Trans customers and how it may differ significantly from the general Toronto population,

particularly given that a large portion of Wheel-Trans users are over the age of 65. They also questioned whether assumptions about income levels in certain areas accurately reflect Wheel-Trans ridership demographics. Dean Milton confirmed that a detailed analysis is part of the ongoing study and acknowledged that customer choices, such as voluntarily using the Family of Services, can influence data interpretations. They emphasized that a deeper, more nuanced analysis is underway to better understand these dynamics and ensure the conclusions are accurate.

10. Outstanding Items:

a. ACAT Manual

This item will come back to ACAT in Q4 when completed.

11. Deputation

Nil.

12. Review of Correspondence

Nil.

13. Subcommittee Reports, Highlights and Updates

Communications Subcommittee (CS)

In Maria Marin's and Heather Brown's absence, Jeff Short presented the highlights for the meeting was held on July 3, 2025.

Erika Vilmanis presented communication plans for the "First On, Last Off" policy and the Support Person Assistance Card, aimed at improving public understanding and operator clarity through targeted campaigns. The Subcommittee highlighted the importance of refining accessibility language, such as replacing "riding free" with "one fare," and called for broader education efforts targeting families, caregivers, and students. Sneha Madhuri confirmed TransHelp's inclusion in the One Fare program and shared updates on Wheel-Trans promotions, including the self-booking app and upcoming 50th anniversary event on September 6. She also noted the new facility at 780 Kipling will open in 2026 to address capacity issues, and preparation of the summer Access newsletter.

The next meeting was scheduled for September 4, 2025.

CS Meeting Highlights:

- Ongoing communication plans for First On/Last Off and Support Person Assistance Card and refining the wording of the message.

- Family event celebrating the Wheel-Trans 50th Anniversary on September 6, 2025.

Design Review Subcommittee (DRS)

Craig Nicol summarized the DRS meeting held on July 8, 2025.

Andrew Falotico presented the Bus Design Innovation Program, focused on enhancing operator safety and accessibility through features like enclosed barriers, improved visibility, HVAC upgrades, and potential three-door layouts. ACAT shared feedback on quiet electric buses, non-slip flooring, and communication barriers, which will inform future design discussions. The program incorporates global best practices and adapts them for local needs with stakeholder input. TTC is also advancing Accessible Pedestrian Signal (APS) implementation for Line 5 and addressing outstanding issues such as low audio announcements and pre-boarding messaging.

The next meeting is scheduled for August 12, 2025

DRS Highlights

- Bus Design Innovation Program enhancement of operator and customer safety.
- The TTC is working on getting pricing for the APS system (Line 5 and 6).
- Clever Devices is increasing the sound of the on-board stop announcements.

Service Planning Subcommittee (SPS)

Debbie Gillespie, SPS Chair, presented the highlights for the SPS meeting that was held on July 15, 2025.

The TTC presented its 2026 Annual Network Plan to the Subcommittee, outlining strategic priorities like service reliability, expanded coverage, and accessibility improvements. Ridership recovery has driven increased investments in weekend service, bus frequency, and targeted route changes in areas like Rosedale, Scarborough, and Downsview. Community concerns included gaps in outreach about the 406 Scarborough-Guildwood Community Bus and accessibility issues regarding a steep hill; staff acknowledged these and committed to looking closely at future adjustments, after the pilot project.

TTC staff also gave an overview of the 2025 Accessibility Plan Status Report. Updates included elevator installations, stop upgrades, and the upcoming launch of the Hidden Disabilities Sunflower Program and Wheel-Trans IVR improvements.

The next SPS meeting was scheduled for August 19, 2025.

SPS Meeting Highlights

- 2026 TTC Annual Network Plan.
- 2025 Accessibility Plan Status Report Overview.

Wheel-Trans Operations Subcommittee (WTOS)

Lauri Sue Robertson, WTOS Chair, presented the highlights for the meeting that was held on July 9, 2025.

The FOS Equity Analysis Project, a joint effort by the TTC's Racial Equity Office and Wheel-Trans, was initiated to examine the equity impacts of Family of Services (FOS) trips. TTC Rider findings indicate these trips are more common in racialized and low-income areas, raising concerns about fairness and prompting deeper analysis. Although no formal complaints of discrimination have been received, misinformation and possible additional customer education could be part of the issue. The PRESTO Upgrade will replace aging mobile fare units on Wheel-Trans buses with fixed devices by 2027, and ACAT has suggested solutions to maintain accessibility. In June 2025, Wheel-Trans received 533 complaints, primarily no-shows and vehicle issues, but still reported fewer complaints than neighboring transit agencies.

The next WTOS meeting was scheduled for August 13, 2025.

WTOS Meeting Highlights:

- The FOS Equity Analysis Project is a joint collaboration between the TTC's Racial Equity Office and Wheel Trans.
- The PRESTO upgrade is expected 2027 for Wheel-Trans vehicles.

Questions and Comments from the Committee

A member asked the status of the flashcards that were discussed at the meeting that say please kneel the bus or please lower the ramp. Levenson Lincoln shared there have been internal discussions and accessible flashcards will be taken to events going forward.

A member suggested sending them to community centres where people gather and implementation of a full campaign to let people know they are available. Sneha Madhuri would also be putting an article in the Access Newsletter reminding people where they could pick them up.

A member noted that customer notes are available when booking on the website but not when using the mobile app. Levenson Lincoln confirmed TTC staff are working on adding the notes feature and will report back with updates.

An ACAT Vice-Chair asked about adding a landmark at a shopping centre and was asked to send an email to Levenson Lincoln to have it added.

14. Other/New Business

a. ACAT Feedback and Submission Tracking

Levenson Lincoln discussed that the ACAT staff liaisons have started to track feedback from Operator Recertification sessions internally in an attempt to close the gap on some complaints and feedback received.

b. Potential Renaming of SPS

Jeff Short posed the suggestion of changing the name of the Service Planning Subcommittee to the Strategy and Planning Subcommittee, which better reflects the work being done by the Subcommittee. This item will be further discussed at the next ACAT General Meeting.

15. Next Meeting

Next ACAT General Meeting: Thursday, August 28, 2025 at 1 p.m.

16. Adjournment

Meeting adjourned at 3:30 p.m. on a motion by Angela Marley.

Cindy Edwards
Recording Secretary