



Advisory Committee on Accessible Transit

November 27, 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 September 25, 2025 and October 30, 2025 to the December 2025 Board Meeting for information. At the September meeting, ACAT members received information about TTC vehicle procurement, including the Wheel-Trans e-bus , introducing electric sedans and a new subway fleet. A motion was also passed changing the name of the ACAT Service Planning Subcommittee to Strategy and Planning Subcommittee.

At the October meeting, ACAT members received information about a real time service map that is being developed to display real-time subway alerts and accessibility information, including elevator and escalator outages, slow zones, and upcoming closures. The Committee suggested including information about bus routes that have a change in direction and discussed the accessibility features and limitations of the map feature for customers who have low vision. Members suggested making the list of items in a context box navigable using a keyboard and having the ability to dictate information into the map.

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

Communications Subcommittee

September meeting:

- Communication plan for 14 changes affecting bus routes, supported by surveys, digital ads and outreach.
- Wheel-Trans Communication updates: newsletter and handbook updates to guide customers through upcoming network changes; and travel training video development.
- Blue stop request button that communicates accessibility alert to a bus Operator: There is a need for clearer communication, education and training about the blue stop request button.

October meeting:

- Real-time TTC service map unveiling
- Survey accessibility: offline options to improve accessibility
- Line 5 and Line 6 informational page

Design Review Subcommittee

September meeting:

- Yonge North Subway Extension project: wayfinding, station pathways, maintenance responsibility and accessibility of entrances reviewed
- Line 5 platform boarding decals: Subcommittee recommended alignment with platform decals in existing subway stations and validating the colour contrast values of the texts for parts of the decals that use a red background.

October meeting:

- Yonge North Subway Extension Royal Orchard and Clark Station Reference Concept Designs: Need for designated Wait Areas, mechanical room door orientation so doors do not open out onto the platform
- Ensuring future construction accommodates platform edge doors for accessibility and safety

Strategy and Planning Subcommittee

September meeting:

- 2026 Annual Network Plan review
- SPS name change suggestions

October meeting:

- Red, blue and yellow streetcar buttons: Feedback provided included having consistent button placement and improving labelling to encourage proper use of buttons.
- Updated red and blue stop request buttons on buses: Suggestion to have raised accessibility pictograms on blue buttons.

Wheel-Trans Operations Subcommittee (no meeting held in October)

September meeting:

- Line 5 and Line 6 stops and landmark description updates
- Access Newsletter distribution

Thank you.

Sincerely,

Betty Rivington-Law
2025 ACAT Chair

TORONTO TRANSIT COMMISSION
COMMITTEE MINUTES

APPROVED

Minutes of Meeting: ACAT General Meeting
Meeting Date: Thursday, September 25, 2025
1:00 p.m. to 3:30 p.m.

Location: Hybrid meeting via Teams

Motion: Service Planning Subcommittee Renaming

Present: Betty Rivington Law, ACAT Chair
Debbie Gillespie
Mei Hung
Azim Lila
Frank Lockhart
Maria Marin
Angela Marley
Lavarnan Mehavarnan
Karen Mootoo
Craig Nicol
Lauri Sue Robertson

Pool Members: Oliva Darwin
Paul Manna
Nathaniel Tok

Regrets: Lori Bailey, ACAT Vice-Chair
Sophie Petrillo, ACAT Vice-Chair
Chau Sheung Wong

Absent: Tammy Adams

TTC Representatives: Rich Wong, Chief Transportation & Vehicles Officer
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
Sneha Madhuri, Communications Advisor, Corporate Communications
Dean Milton, Manager, Strategic Initiatives, Wheel-Trans
Cameron Penman, Head of Wheel-Trans

Jeff Short, Senior Planner – System Accessibility, Strategy & Foresight

Ross Visconti, Wheel-Trans Project Manager

Stephan Boston, Chief Instructor, Operations Training Centre

Natalie Francis, Manager, Planning and Policy

Chrisanne Finnerty, Director, Commission Services

John Boucher, Manager, Lakeshore Garage, Wheel-Trans

Giancarlo Fiorino, Assistant Manager, Wheel-Trans Operations

Chris Kelesis, Supervisor, Elevating Devices

Michael Pimentel, Coordinator, Contracted Services, Wheel-Trans

Ilana Raynai, Senior Investigator and Advisor, Human Rights and Investigations

Monica Zheng, Manager, Racial Equity Office, Diversity

Matthew Do Couto, Manager, Elevating Devices, Plant Maintenance

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 August 28, 2025 Minutes
- 6/ Remarks from TTC Executive
- 7/ Remarks from ACAT Chair
- 8/ Wheel-Trans Transformation Update
- 9/ Outstanding Items
- 10/Deputation: Nil
- 11/Incoming Correspondence: Nil
- 12/Subcommittee Reports, Highlights and Updates
 - Communications
 - Design Review
 - Service Planning
 - Wheel-Trans Operations
- 13/Other/New Business
 - a. SPS renaming
 - b. Public Forum registration page questionnaire
- 14/Next Meeting – October 30, 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

Betty Rivington Law, ACAT Chair, read the Land Acknowledgement.

3. Declaration of Conflict of Interest

Nil.

4. Approval of Agenda

Agenda amended as follows:

Other/New Business: Public Forum registration page questionnaire added as second item.

Motion to approve the agenda as amended: Mei Hung

Seconded: Debbie Gillespie

Carried: Agenda approved.

5. Review and Approval of August 28, 2025 Minutes

Motion to approve the Minutes of August 28, 2025: Maria Marin

Seconded: Lauri Sue Robertson

Carried: Approved.

6. Remarks from TTC Executive – Rich Wong, Chief Transportation and Vehicles Officer

Rich Wong, Chief Transportation and Vehicles Officer, provided an update on some of the TTC Transportation & Vehicles group's upcoming procurement. The Transportation & Vehicles group is moving forward with several major procurements, including the e-bus Wheel-Trans fleet, introducing electric sedans, and a new subway fleet. Upcoming initiatives include a battery electric pilot for Wheel-Trans, a demonstration bus review in Q2 2026, and consultations for the subway fleet in 2026 for use in 2027. Design feedback has already led to improvements such as having wider cabs for emergency evacuation, open gangways, enhanced seating, mobility device areas, and onboard hearing assistance systems. Enhanced layouts promise a 10% capacity increase to Line 2 fleets. In addition, enhanced customer service training for Operators is underway, and input from users and ACAT continues to shape both vehicle design and service delivery.

Questions and Comments from the Committee

A member who does recertification training for drivers shared that Operators suggest they were not consulted about making new buses more workable. Rich Wong noted there is an

established process, which includes consulting Operators during the review period, and discussed the process and approximately how long each steps takes.

A member asked if the electric buses would have to be pulled off service for recharging and if stop request button placement had been considered for accessibility for all. Rich Wong confirmed TTC staff are addressing the process for charging the batteries on the conventional system because of the length of the routes. Wheel-Trans vehicles have shorter routes and should have no issues being pulled off service and switched out for charging.

Rich Wong noted that the buttons and features had undergone changes based on ACAT feedback, but there is always rooms for improvement.

A member asked if the new subway trains would have an open gangway that is similar to the TR trains on Line 1. Rich Wong confirmed a similar design is being considered and that TTC staff are also looking at the seat design to widen the aisles.

A member asked if the full width cab refers to the Operator cab. Rich Wong confirmed this would be reviewed for the front and back of the train, and the design will be also make making the exit wider to allow more people to exit the train.

A member noted a concern that in the trains there is no visible display of the audio onboard Operator announcements. Rich Wong confirmed TTC staff are looking at captioning for the newer trains.

A member asked what the multi-purpose area would be. Rich Wong explained it refers to a standing area for bulkier items like bikes and baby strollers and that the area would be similar to the cut-out area in the streetcars.

A member asked if floor decals like the ones at St. George Station will be added to more stations and also asked if TTC had considered solar power for vehicles going outside. Rich Wong noted that using solar power for different technologies had been considered, not for vehicles. Jeff Short, Senior Planner, System Accessibility, noted TTC staff are working to improve the platform boarding decals, including colour contrast considerations, increasing their readability for people with low vision, and confirmed there are plans to add these floor decals to more stations.

7. Remarks from the ACAT Chair

Betty Rivington-Law, ACAT Chair, acknowledged ACAT members for their representation at the Wheel-Trans 50th Anniversary held on September 6, 2025, and reported there was strong feedback and appreciation for members' contributions. The recruitment process for new ACAT members has been highly competitive, with 121 applications, narrowed down to 15 interviews. She noted this annual recruitment is a good opportunity, as experienced members retire, to welcome new voices and ideas.

Questions and Comments from the Committee

A member asked if members of the public could be invited to the ACAT General Meeting to determine if they would be interested in applying next year to be an ACAT member. Levenson Lincoln, Assistant Manager of Customer Service, confirmed it was a public meeting that anyone could attend to observe.

8. Wheel-Trans Transformation Update

Cameron Penman, Head of Wheel-Trans, thanked members for attending the Wheel-Trans 50th Anniversary celebration.

He 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 and the name of the successful bidder will be released once the contract has been finalized. The successful contractor for the new Interactive Voice Response (IVR) system, used in Wheel-Trans, has also been chosen and both are in contract negotiation. The electric sedan pilot project Request for Proposal should be issued in the next few weeks.

Eligibility re-registrations of Wheel-Trans Legacy customers continue to progress successfully. Almost 900 customers have re-registered in 2025, with approximately 1,800 active customers remaining. Almost all Accessible Taxis now have “Where Is My Ride” capability, including most Beck Accessible Taxis, with the remaining vehicles being worked on for onboarding. Sedan vehicles will start being integrated into the system in the coming months.

Cameron Penman reminded members of the upcoming October 20, 2025 TTC Annual Public Forum on Accessible Transit and encouraged members to attend either virtually or in person.

Questions and Comments from the Committee

A member commented they had a trip where the Wheel-Trans stop at the subway station was filled with a conventional bus and they had to disembark from the Wheel-Trans bus at a another bus bay which did not have the room for ramp deployment. Cameron Penman stated that drivers are expected to follow procedure, circling and reporting to Dispatch.

A member asked if this was the same for in front of buildings and Cameron Penman confirmed it should be same.

A member commented with the addition of the new Line 5 and Line 6 opening, there would probably be more issues with the Wheel-Trans stops on the street being used by the public as well as other buses, because many are shared stops. It is important that customers report when this happens to activate resolution. It was recommended that a

reminder of the procedure be sent to all Wheel-Trans, contracted and conventional drivers.

A member asked about who would be driving the electric sedans. Cameron Penman confirmed it would be TTC staff. A member noted that the contracted taxis were more reliable for being on time and Cameron Penman explained this is often due to them filling a gap when a Wheel Trans bus is delayed and they are able to negotiate in tighter areas versus the larger buses.

A member asked for the statistics on how many of the riders are Wheel-Trans and conventional versus just Wheel-Trans. Cameron Penman responded the 2024 survey reported 33% of Wheel-Trans riders take conventional at least once per week. Based on eligibility, conditional riders are 35%, which is similar to those utilizing the conventional system.

9. Outstanding Items

a. ACAT Member Manual

The manual review team expects to bring the draft Member's Manual for ACAT approval in Q4 2025.

10. Deputation

Nil.

11. Incoming Correspondence

Nil.

12. Subcommittee Reports, Highlights and Updates

Communications Subcommittee (CS)

Maria Marin, CS Chair, gave a summary of the meeting held on Thursday, September 4, 2025.

The TTC and Metrolinx wayfinding teams are collaborating more closely to ensure accessibility is built into new operations and expansion projects, including Lines 5 and 6. A communications plan is underway for October 12, 2025 service changes affecting 14 bus routes, supported by surveys, digital ads, and outreach, while routes 32 Eglinton West and 34 Eglinton East are expected to remain unchanged to help riders adjust. Sneha Madhuri noted that Wheel-Trans is celebrating its 50th anniversary on September 6, 2025 and they are preparing for the October Public Forum, along with updating newsletters and handbooks, and developing travel training videos to guide customers through upcoming network changes. The Subcommittee also discussed the

need for clearer communication, education and training about the blue stop request button that communicates accessibility alert to an Operator on buses, and recommended review of this procedure to update Operator training.

CS Meeting Highlights:

- Service change and Communication for October.
- Wheel Trans Communication Updates.
- Blue stop request buttons on buses communicating accessibility alert to Operator.

Questions and Comments from the Committee

A member commented that Metrolinx seemed to have a casual approach to the route signage for Line 5. Jeff Short noted that Metrolinx had an external vendor producing the signs, so it is expected it should be done quickly.

A member noted that the route changes discussed in the meeting were to accommodate the opening of Line 5 and were primarily expected to be minor and have possible changes before and/or after implementation.

A member commented that when the blue buttons were originally discussed, ACAT highlighted that when pressed the driver would not know if the ramp should be deployed, as there was no way to distinguish the request coming from the mobility device position or the blue priority seats. The customer might just require extra time, which was flagged as an issue at the time.

A member noted if the pressing the blue button is to notify the driver to lower the ramp, then perhaps a pictogram would improve customers understanding.

A member noted this was not the only purpose of the blue button, but that it should mean there is an accessible need. The ACAT members doing recertification training need a consistent message to give to the drivers.

A member asked what the original intent of the button was, but no one at the meeting was sure. Jeff Short suggested moving this discussion to SPS to provide clarity to customers and operators.

Design Review Subcommittee (DRS)

Craig Nicol, DRS Chair, gave a summary of the meeting held September 9, 2025.

The Yonge North Subway Extension (YNSE) project will add five new stations from Finch Station through Toronto, Vaughan, Markham, and Richmond Hill, designed to meet Metrolinx's universal accessibility standards. Steeles Station, in particular, will feature multiple entrances, a bus terminal, and accessibility elements such as elevators, escalators, tactile wayfinding, and accessible faregates. Questions from members

focused on wayfinding, station pathways, maintenance responsibility, accessibility of entrances, and potential retail or overbuilding opportunities. TTC staff confirmed that the TTC will oversee maintenance and review any major design changes, while issues like tactile information and wayfinding signage remain under review.

Platform boarding decals being designed for Line 5 Eglinton Crosstown LRT stations, which will help guide customers toward the correct boarding areas, were also discussed. Members suggested alignment with platform decals in existing subway stations and recommended validating the colour contrast values of the text for the parts of the decals that use a red background.

DRS Meeting Highlights:

- YNSE project overview, with Steeles Station Reference Concept Design summary
- Line 5 platform boarding decals discussion

The next DRS meeting will be held on October 14, 2025.

Questions and Comments from the Committee

A member asked if fixed barriers/gates could be put near the Line 5 edges to help notify customers where the unused area is, where there would be no car. Jeff Short noted this idea was not considered to be feasible or desirable but might consider flexible bollards, which he could bring to be explored as an option.

A member asked if the decals being recommended are cane detectable, which TTC staff noted they are not. Another member commented that it would be a safety issue for low vision or blind customers to rely on decals.

A member commented this is not very different than the space on the platform behind the subway, where no subway car stops. There will be tactile warning tiles along the platform edge as well.

Service Planning Subcommittee (SPS)

Debbie Gillespie, SPS Chair, provided a summary of the SPS meeting held on September 15, 2025.

The TTC staff presented its 2026 Annual Network Plan, focusing on network improvements, customer experience, and modernization. Round One of consultations raised mixed feedback on route changes, while Round Two emphasized construction planning and an Express Network review. Members raised concerns about lack of operator input, disruptions from construction projects, and challenges with express bus reliability. Next steps include continued consultations in 2025, finalizing proposals, and submitting them to the TTC Board for approval.

SPS Meeting Highlights:

- 2026 Annual Network Plan
- SPS name change suggestions for September 2025 ACAT General meeting

The next meeting is scheduled for October 21, 2025.

Wheel-Trans Operations Subcommittee (WTOS)

Lauri Sue Robertson, WTOS Chair, gave a summary of the WTOS meeting held on September 10, 2025.

Marco Iorfida, Scheduling and Policy Specialist, gave an update on the stops and landmarks, specifically Line 5 and Line 6, which are being reviewed by supervisors and recommendations sent to Craig Nicol and Angela Marley to use for the station descriptions on the website. The Murray Street stop has resumed at the Toronto Rehab Hospital after completion of construction and the Sunnybrook Wheel-Trans stop has been moved to the conventional bus stop while ongoing construction happens at their parking garage. Levenson Lincoln provided the statistics on the complaints review and Ross Visconti confirmed the Access newsletter had been sent out. He reminded members of the upcoming TTC Public Forum on Accessible Transit on October 20, 2025 at the MaRS Discovery Auditorium.

WTOS Meeting Highlights:

- Updates to stops and landmarks for Line 5 and Line 6.
- Newsletter distribution completed.

The next meeting is scheduled for October 8, 2025.

Questions and Comments from the Committee

A member commented the Wheel-Trans stop information for the Line 5 stations has still not been received and therefore the station descriptions are not complete. Staff confirmed they are working on this.

13. Other/New Business

a. SPS Renaming

Jeff Short, Senior Planner, System Accessibility, gave a summary of the recent ACAT discussions and read out the proposed motion.

Motion to approve the renaming of the Service Planning Subcommittee (SPS) to the Strategy and Planning Subcommittee (SPS), to better reflect the broad range of topics discussed within the Subcommittee.

Moved by: Karen Mootoo

Seconded: Debbie Gillespie

Carried: Unanimously approved.

b. Public Forum Survey

Angela Marley pointed out that the registration page for the TTC's Annual Public Forum on Accessible Transit has a survey again this year, which was not appropriate as it seemed directed at someone applying for TTC employment. Jeff Short notified the organizers and they have removed it. The TTC would make sure this does not appear again next year.

c. Safety

A member brought up the media impression being highlighted is lack of safety on the TTC and asked what staff is doing to counteract the impression. Cameron Penman suggested someone from that department should be invited to the next ACAT General meeting to provide an update on some of the initiatives.

d. Weekend Closures

A member noted that recently both Line 1 and Line 2 have had weekend closures, which didn't happen in the past and wondered at the reasoning. Staff would take this back and update in October.

14. Next Meeting

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

15. Adjournment

Meeting adjourned at 3:12 p.m. on a motion by Mei Hung.

Cindy Edwards
Recording Secretary

TORONTO TRANSIT COMMISSION
COMMITTEE MINUTES

APPROVED

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

Location: Hybrid meeting via Teams

Motion: Service Planning Subcommittee Renaming

Present: Betty Rivington-Law, ACAT Chair
Lori Bailey, ACAT Vice-Chair
Sophie Petrillo, ACAT Vice-Chair
Tammy Adams
Debbie Gillespie, SPS Chair
Mei Hung
Maria Marin, CS Chair
Angela Marley
Lavarnan Mehavarnan
Karen Mootoo
Craig Nicol, DRS Chair
Lauri Sue Robertson, WTOS Chair
Chau Sheung Wong

Pool Members: Oliva Darwin
Paul Manna

Nathaniel Tok

Absent: Azim Lila
Frank Lockhart

TTC Representatives: Michael Atlas, General Counsel
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
Sneha Madhuri, Communications Advisor, Corporate Communications
Dean Milton, Manager, Strategic Initiatives, Wheel-Trans

Cameron Penman, Head of Wheel-Trans
Jeff Short, Senior Planner – System Accessibility, Strategy & Foresight
Hung Hong, Facilities Project Manager, Wheel-Trans
Ross Visconti, Wheel-Trans Project Manager
Pam Watson, Manager of Transportation, Wheel-Trans
Natalie Francis, Manager, Planning and Policy, Wheel-Trans
Michelle Edwards, Engineering Technologist, Vehicle Programs
John Boucher, Manager, Lakeshore Garage, Wheel-Trans
Tawnia Politis, Events Specialist, Marking and Customer Experience
Michael Pimentel, Coordinator, Contracted Services, Wheel-Trans
Chetah Sutrisno, Systems Analyst, Information Technology Services
Warren Rupnarian, Accessibility Liaison for the TTC
Katrina Saint Martin, Project Coordinator, Vehicle Programs
Fiona Lee, Manager, Transit Enforcement Complaints, Human Rights and Investigations
Heather Brown, Director, Customer Experience, Marketing and Customer Experience
Matt Hagg, Manager, Customer Policy and Planning, Strategy & Foresight
Hasina Aimaq, Engagement Consultant, Access, Equity and Inclusion
May Liang, Policy Consultant, Access Equity and Inclusion
Laura Le Blanc, Manager, Special Events, Rewards and Recognition Programs
Paul Occhiogrosso, Retail & Parking Officer, Property, Planning And Development
Soha Ardestani, Chief Architect, Engineering

Items Discussed

- 1/ Call to Order / Attendance
- 2/ Land Acknowledgement
- 3/ Declaration of Conflict of Interest
- 4/ Approval of Agenda
- 5/ Review and Approval of September 25, 2025, Minutes
- 6/ Remarks from ACAT Chair
- 7/ Remarks from TTC Executive
- 8/ TTC Live Map – Chetah Sutrisno, Systems Analyst, Information Technology Services
- 9/ Wheel-Trans Transformation Update – Cameron Penman, Head of Wheel-Trans
- 10/ Outstanding Items
 - a. Public Forum on Accessible Transit
- 11/ Deputation: Nil
- 12/ Incoming Correspondence:
 - a. Kipling Station accessible parking – Jeff Short
- 13/ Subcommittee Reports, Highlights and Updates
 - Communications
 - Design Review
 - Strategy and Planning
 - Wheel-Trans Operations (no meeting)
- 14/ Other/New Business
- 15/ Next Meeting – November 27, 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

Betty Rivington Law, ACAT Chair, read the Land Acknowledgement.

3. Declaration of Conflict of Interest

Nil.

4. Approval of Agenda

Agenda amended as follows:

Other/New Business: Metrolinx and platform width at new stations, Line 6 preview tour for ACAT and accessible consultation on Family of Services.

Motion to approve the agenda as amended: Lauri Sue Robertson

Seconded: Craig Nicol

Carried: Agenda approved.

5. Review and Approval of September 25, 2025 Minutes

Motion to approve the Minutes of September 25, 2025 as amended: Angela Marley

Seconded: Maria Marin

Carried: Approved.

6. Remarks from the ACAT Chair

Betty Rivington-Law, ACAT Chair, thanked everyone who participated in the TTC's Public Forum on Accessible Transit, praising the strong turnout, thoughtful discussion, and team contributions. The ACAT Chair linked gratitude and resilience, both qualities shared by both ACAT's efforts and the City's Toronto Blue Jays, who just completed their baseball season.

Questions and Comments from the Committee

Nil.

7. Remarks from TTC Executive

Michael Atlas, TTC General Counsel, followed up on a previous question about liability coverage from members of ACAT, explaining that while TTC's indemnity policy only applies to employees, a solution has been found through third-party Directors' and Officers' liability insurance. Arrangements are being made to add ACAT members to the

TTC's Director and Officer liability policy, ensuring they are covered for decisions made as part of their official ACAT duties. Each member will receive a package with a simple polling form and policy summary, confirming their inclusion and outlining the coverage details.

Questions and Comments from the Committee

A member asked if ACAT members would be added annually as people come and go off of ACAT, Michael Atlas explained that members would receive a letter annually, which they would have to fill out and return if they wanted to be covered under the policy.

A member asked if a person would be covered if a claim is made after the person has left ACAT, but the issue/claim incident was related to something that happened while they were on ACAT. Michael Atlas confirmed as long as it was related to ACAT duties and there was a policy in place at the time the claim incident occurred, the policy would continue to apply.

8. TTC Live Map

Chetah Sutrisno, Systems Analyst, reviewed a test link for a new real time service map. He demonstrated both desktop and mobile versions of an interactive TTC map designed to display real-time subway alerts and accessibility information. The current focus is on developing the subway component before expanding to include streetcar and bus routes. Key features include alerts for reduced accessibility, elevator and escalator outages, slow zones, and upcoming closures, along with detailed station information such as next train times and connecting routes. The mobile version mirrors desktop functionality, with a collapsible interface for easier navigation on smaller screens.

Questions and Comments from the Committee

A member asked if the escalator and elevator outages would also be shown on the map in real time. Chetah Sutrisno noted that the elevator and escalator outages would be shown on the map. The member asked if that information would be available for the bus drivers to inform passengers. Chetah Sutrisno explained that Transit Control did have that information.

A member commented that the pick-up/drop off areas should also include the accessible pick-up/drop off areas.

A member asked if the deactivated maps used for screen readers could be used by sighted people accompanying those with vision loss. Chetah Sutrisno confirmed that the map was still displayed on the screen and could be read by sighted individuals.

A member suggested including information about bus routes that have a change in direction as part of the bus route to avoid confusion for customers

A member asked how customers would access the map. Chetah Sutrisno explained TTC staff are working on how to access the map.

A member asked if the live map would be able to show crowd levels and if so, how that information would be rendered via screen readers. Chetah Sutrisno responded that it would be an announcement saying the bus and route is fully occupied and the time of arrival. Connecting routes would also be included in a search feature, but there would be no filter for the direction.

Heather Brown, Director of Customer Experience, noted that the site being used for the presentation was the staging environment and details would continue to evolve as the project neared completion. She noted the live map release would come with a communication plan, starting with digital channels, and moving forward from there. When the surface routes are also running, TTC staff would be reviewing and removing redundant pages.

A member asked if it is possible to send targeted alerts to drivers and riders on specific bus or streetcar routes affected by delays, rather than issuing system-wide notifications. They emphasized that timely, route-specific updates would be helpful for surface routes. Chetah Sutrisno confirmed the system has that capability but it is not currently enabled due to announcement issues. This will be reviewed by TTC staff to improve future notifications.

A member noted that during Operator recertification training, bus drivers requested the ability to know if accessibility features are not working at the station before arrival so they could inform passengers.

Chetah Sutrisno confirmed there was not yet a firm date for initial release of the live map.

A member suggested having the ability to dictate the information into the map would be helpful.

A member commented on the accessibility features of a mobile map application. While the app could show users their location and allow them to navigate by dragging on the map, that function poses challenges for people who have low vision. Chetah Sutrisno acknowledged these limitations. Also having the ability to make sure the list of items in the content box was navigable using a keyboard (arrow up option and click the link and press enter).

A member asked for clarification on the “you are here” function and if a user is limited to searching the surrounding area. For example, if a user is at Yonge-Bloor, could they search the Kennedy Station location. Chetah Sutrisno confirmed the ability to search other stations.

9. Wheel-Trans Transformation Update

Cameron Penman, Head of Wheel-Trans, thanked attendees for their participation in the annual TTC Forum on Accessible Transit and summarized key feedback received. Major issues included revising the Wheel-Trans no-show policy to consider ride volume, improving customer service and accessibility in contracted taxis, aligning Wheel-Trans Customer Service hours with conventional TTC hours, and enhancing the mobile app's accessibility. Additional concerns included building accessibility, ride comfort on Wheel-Trans vehicles, and updates on ongoing projects such as electric vehicle pilots, new technology systems, and continued registration progress, with plans to integrate that feedback into upcoming management goals and actions.

TTC staff continue to work towards the new Automatic Vehicle Location (AVL) system, a successful bidder has been selected and the name of the successful bidder will be released once the contract has been finalized. The successful contractor for the new Interactive Voice Response (IVR) system, used in Wheel-Trans, has also been chosen and both are in contract negotiation. The electric sedan pilot project Request for Proposal will be issued shortly.

Eligibility re-registrations of Wheel-Trans Legacy customers continue to progress successfully. Almost 1000 customers have re-registered in 2025, with approximately 1,700 active customers remaining. Almost all Accessible Taxis now have "Where Is My Ride" capability, including most Beck Accessible Taxis, with the remaining seven vehicles were being worked on for onboarding. Sedan vehicles will start being integrated into the system in the coming months.

Questions and Comments from the Committee

A member asked how family members notify Wheel-Trans about a customer who has passed away. Cameron Penman explained if a rider does not use the system for one year, they are deactivated, family members are not required to do anything. However, family can notify Wheel-Trans Customer Service by phone, fax, mail or email.

A member highlighted the importance of staff commendations, noting a particularly heartfelt story shared at the Public Forum. Levenson Lincoln, Assistant Manager for Wheel-Trans, confirmed that commendations had been added to the monthly reporting discussed in the Wheel-Trans Operations Subcommittee meetings and would be highlighted over the next few months. It also shines a light on the connection that operators have with customers.

10. Outstanding Items

a. Annual TTC Forum on Accessible Transit

Members congratulated TTC staff on organizing a successful event and praised the passionate contributions from participants. One member highlighted the need for better

venue flow and suggested that event staff receive more accessibility training. They also proposed a brief pre-forum slideshow showing how past public feedback has led to service improvements.

A member raised concerns about the timing of the event overlapping with dinner hours. TTC staff explained that the schedule depends on venue availability and aims to balance accessibility for all attendees.

Members commended the volunteers assisting at the event but noted that help was limited when exiting the event. Suggestions included reinstating ACAT's review of the event webpage before launch to address accessibility issues for screen reader users. Additional feedback encouraged members to advocate for increased TTC funding through their local Members of Provincial Parliament. A member commended Wheel-Trans on the coordination of Wheel-Trans departures.

b. ACAT Milestones Presentation

The ACAT milestones PowerPoint presentation prepared by ACAT member, Debbie Gillespie, shown at the ACAT table at the Public Forum on Accessible Transit, was presented to members.

10. Deputation

Nil.

11. Incoming Correspondence

a. Kipling Station Accessible Parking

Jeff Short, Senior Planner – System Accessibility, discussed a concern raised by a customer about difficulty accessing accessible parking in the paid lot at Kipling Station. The customer suggested using the Passenger Pick Up and Drop Off (PPUDO) accessible parking spots to reduce walking distance. Jeff Short discussed that the TTC is investigating converting two of the three accessible spaces in the PPUDO area into paid full-day spots to improve accessibility, while reducing misuse. That approach, similar to one at Sheppard West Station, aimed to increase accessible parking availability faster than modifying the existing paid lot.

12. Subcommittee Reports, Highlights and Updates

Communications Subcommittee (CS)

Maria Marin, CS Chair, gave a summary of the meeting held on October 9, 2025.

Chetah Sutrisno presented a new real-time TTC service map showing subway alerts, accessibility updates, and station information on both desktop and mobile platforms, with plans to expand to buses and streetcars. Subcommittee members suggested improvements, including clearer labelling, screen reader testing, user feedback for accessibility, and integrating Wheel Trans information. The map was scheduled for public release on October 24, 2025, with additional transit modes to be added later.

Other topics discussed included clarifying blue stop request buttons that alert Operators of accessibility service need, improving survey accessibility with offline options, preparing informational resources for the opening of the LRT lines, and updating bus route change notifications. Members emphasized the importance of accurate communication, accessibility, and user testing in all initiatives.

CS Meeting Highlights:

- Real-time TTC service map unveiling
- Survey accessibility
- Line 5 and Line 6 informational page

Questions and Comments from the Committee

Nil.

The next CS meeting is scheduled for November 6, 2025.

Design Review Subcommittee (DRS)

Craig Nicol, DRS Chair, gave a summary of the meeting held October 14, 2025.

Jeff Short presented updates on the Yonge North Subway Extension (YNSE), highlighting the Royal Orchard and Clark Station Reference Concept Designs, which demonstrate feasibility, accessibility, and integration with TTC and Metrolinx design standards. Both stations will include universal design features such as multiple elevators, accessible fare gates, and tactile wayfinding. Subcommittee members provided feedback about accessible pick-up and drop-off areas, Wheel-Trans stops, ramp surfaces, corridor widths, areas of refuge, and emergency exits, which staff agreed to take back for review. Additional discussions included the need for consistent Designated Waiting Areas (DWAs), mechanical room door orientation so that doors do not open out onto the platform, and ensuring future construction accommodates platform edge doors for accessibility and safety.

DRS Meeting Highlights:

- Yonge North Subway Extension (YNSE), highlighting the Royal Orchard and Clark Station Reference Concept Designs.
- Update on outstanding items including the platform edge doors discussion.

The next DRS meeting is scheduled for November 10, 2025.

Questions and Comments from the Committee

Nil.

Strategy and Planning Subcommittee (SPS)

Debbie Gillespie, SPS Chair, provided a summary of the SPS meeting held on October 21, 2025.

Chris DiTommaso and Mike Macas presented on the functions and procedures related to activating push buttons in TTC streetcars and buses. On streetcars, red buttons control doors and stop requests, blue buttons request accessibility assistance or ramp deployment, and yellow intercom buttons allow communication with the operator. Members provided feedback about button placement and intercom label messaging. On some of the new buses, red and blue stop request buttons include braille markings and distinct chimes (one for red, two for blue). Other accessibility improvements include buttons installed on the underside of flip-down seats, and clearer icons. Members recommended consistent button placement, raised accessibility pictograms on blue buttons, and improved labelling to encourage proper use and ensure accessibility across all vehicles.

SPS Meeting Highlights:

- Streetcars: Red, blue, and yellow buttons serve distinct functions and members recommended clearer labelling and consistent placement.
- Buses: Updated red and blue stop request buttons and suggestions for raised icons.

The next meeting is scheduled for November 18, 2025.

Questions and Comments from the Committee

A member asked if there was a procedure for using the yellow buttons and if the stop requests go to the bus operators. Would that information be provided to ACAT members? Debbie Gillespie answered that staff are still working on this.

Wheel-Trans Operations Subcommittee (WTOS)

No meeting held in October 2025. The next meeting is scheduled for November 12, 2025.

13. Other/New Business

a. Gap Between Policy and Practice in Bus Training

A member who participates in Bus Operator Recertification Training sessions regularly suggested there is a significant gap between what was taught and what drivers believe or practice. Despite trainers confirming policies, such as allowing passengers with disabilities to wait for another bus if the first bus was full, many drivers are skeptical and resist these rules. The member suggested that senior management staff, attend training sessions to better understand drivers' perceptions and the realities on the ground and to help align policy, training, and actual practice.

b. Metrolinx and Platform Width

A member raised concerns regarding Metrolinx platform widths on the Scarborough Subway Extension and Yonge North Subway Extension, noting that some platforms, currently around 2.6 metres, could fall below Ontario Building Code requirements if platform edge doors are installed. TTC staff have struggled to get Metrolinx to adjust the designs, and discussions with DRS have not resolved the issue. Soha Ardestani, Lead Architect, confirmed that TTC staff do not support the reduced widths and have requested design variances to ensure adequate platform space and egress capacity.

c. Line 6 Preview Tour

Jeff Short shared that a Line 6 preview tour for ACAT members is tentatively scheduled for November 10, 2025. He will send an email to ACAT members with further details, and will ask that any interested members inform him as soon as possible.

d. Family of Services Public Consultations

A member noted that TTC shared information about the consultations late, limiting time for public input, and suggested ACAT should have been consulted in advance because the topic directly relates to accessibility. They expressed concern that accessibility was being absorbed into broader inclusion, diversity, and equity initiatives, and emphasized that accessibility must remain a distinct focus to ensure the system was usable for all. The member suggested ACAT should encourage the TTC CEO to explicitly include accessibility in TTC communications.

14. Next Meeting

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

15. Adjournment

Meeting adjourned at 3:30 p.m. on a motion by Craig Nicol.

Cindy Edwards
Recording Secretary