



Advisory Committee on Accessible Transit

January 29, 2026

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 November 27, 2025 and December 18, 2025 to the February 2026 Board Meeting for information. At the November meeting, ACAT members received updates about the TTC vehicle procurement plan for Wheel-Trans e-buses and the TTC Community Safety, Security, and Well-Being Plan. There was also a discussion about the cancellation of the 2025 Halloween Fest event.

At the December meeting, ACAT members discussed the Line 6 Finch West LRT opening and provided feedback about some accessibility features. The Committee also received information about changes made to bus stops in the East Mall-Burnhamthorpe area of Etobicoke after receiving feedback from the local community. Retiring and incoming ACAT members and pool members were acknowledged and welcomed.

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

Communications Subcommittee

November meeting:

- Scarborough Town Centre Station signage: concerns were raised about high-mounted signs and visibility for low-vision and seated users.
- CNIB replacement card procedures: discussions about broad awareness of the new process.
- Wheel-Trans communications updates: discussions about equity consultations, travel training video series, the end-of-year newsletter, and an International Day of Persons with Disabilities event.

December meeting:

- Line 6 train announcements and including door direction and next station information when entering and exiting stations.
- New subway platform boarding decals for improved customer flow and visibility for low vision customers.
- Wheel-Trans app and Self-booking Website improvements.
- Need for additional public education about new transit lines and clear instructions for Passenger Assistance Intercoms.

Design Review Subcommittee (no meeting held in November)

December meeting:

- 2025 TTC Annual Public Forum on Accessible Transit feedback: members shared their thoughts on design-related public feedback such as priority seating use, suggestion to change the colour of straps, promote customer education about priority seating use, and to consider using retractable stop-sign arms on streetcars.

- Line 6 Finch West LRT visit: discussions about signage, areas of refuge, audibility of announcements and suggestion to for clearer communication about emergency features, APS button location information, and connecting-route information.

Strategy and Planning Subcommittee

November meeting:

- Warden Station elevators 2025 opening and planned closure: members stressed the need for strong, multi-platform communication about the temporary opening and later shutdown.
- Line 5 Cedervale and Mount Dennis partial openings: discussions about signage, standardized pickup locations and cold weather protection.

December meeting:

- 2025 TTC Public Forum on Accessible Transit feedback: members shared their thoughts on public feedback such as sidewalk conditions, Request Stop program, elevator outages and specific route concerns.
- PRESTO Support Person Assistance Card update and review of proposed one card pass back solution.

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

November meeting:

- Resumption of “Day in the Life” training for contracted Wheel-Trans drivers and vehicle ergonomics.
- LRT and Wheel-Trans stops labelling: discussion about the need for clear labelling to improve accessibility, including travel direction.
- Reporting on customer complaints, commendations, PRESTO issues, and service consistency.

Thank you.

Sincerely,

Sophie Petrillo
2026 ACAT Chair

TORONTO TRANSIT COMMISSION
COMMITTEE MINUTES

APPROVED

Minutes of Meeting: ACAT General Meeting
Meeting Date: Thursday, November 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
Tammy Adams
Debbie Gillespie, SPS Chair
Mei Hung
Frank Lockhart
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: Sophie Petrillo, ACAT Vice-Chair
Azim Lila

TTC Representatives: Josh Colle, Chief Strategy and Customer Officer
Chrisanne Finnerty, Director, Commission Services
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
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
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
Michael Pimentel, Coordinator, Contracted Services, Wheel-Trans
Warren Rupnarian, Accessibility Liaison for the TTC
Matt Hagg, Manager, Customer Policy and Planning, Strategy & Foresight
Betty Hasserjian, Chief Safety Officer
Esther Okunowo, Senior Investigator, Human Rights and Investigations
Alexandra Kargutkar, Manager of Safety and Environment Dept.
Lisa Cocketts, Investigator and Advisor, Human Rights and Investigations
Loris Dametto, Senior Project Manager, Vehicle Programs
Chris Kelesis, Supervisor, Elevating Devices
Haroon Nuri, Head of Plant Maintenance
Nancy Ortenburg, Head of Marketing and Customer Experience
Ike Onuoha, Program Manager, Vehicle Programs
Kisha Powell, Senior Customer Communications Specialist, Marketing and Customer Experience
Matthew Do Couto, Manager, Elevating Devices

Items Discussed

- 1/ Call to Order / Attendance
- 2/ Land Acknowledgement
- 3/ Declaration of Conflict of Interest
- 4/ Approval of Agenda
- 5/ Review and Approval of October 30, 2025 Minutes
- 6/ Remarks from ACAT Chair
 - a. Q4 ACAT Executive Quarterly Meeting
- 7/ Remarks from TTC Executive
- 8/ Community Safety Plan Update – Betty Hasserjian, Chief Safety Officer
- 9/ Wheel-Trans Transformation Update – Cameron Penman, Head of Wheel-Trans
- 10/ Wheel-Trans Vehicle Procurement Program Update – Loris Dametto, Senior Project Manager, Vehicle Programs
- 11/ Outstanding Items
 - a. ACAT Member's Manual
- 12/ 2025 Halloween Fest – Lori Bailey
- 13/ Deputation: Nil
- 14/ Incoming Correspondence:
 - a. Tracking track level incidents
 - b. Annual Public Forum feedback
 - c. Wheel-Trans hybrid vans
 - d. 90 Vaughan Road Bus Changes
 - e. The East Mall stop changes
- 15/ Subcommittee Reports, Highlights and Updates
 - Communications
 - Design Review (no meeting)
 - Strategy and Planning
 - Wheel-Trans Operations

16/ Other/New Business

17/ Next Meeting – December 18, 2025

18/ Adjournment

1. Call to Order/Attendance

Betty Rivington-Law, ACAT Chair, called the meeting to order at 1:03 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 amended: Lauri Sue Robertson

Seconded: Maria Marin

Carried: Agenda approved.

5. Review and Approval of October 30, 2025 Minutes

Motion to approve the Minutes of October 30, 2025 as amended: Karen Mootoo

Seconded: Lauri Sue Robertson

Carried: Approved.

6. Remarks from the ACAT Chair

Betty Rivington-Law, ACAT Chair, discussed the November 6, 2025 ACAT Executive Quarterly Meeting. Outstanding accessibility items reviewed included efforts to advance the PRESTO Support Person Assistance Card (SPAC), the Wheel-Trans cross-boundary review efforts and the minimum set time of 15 minutes for connection, along with Easier Access celebrations. The ACAT Chair sent a letter to Metrolinx expressing support of the SPAC. The ACAT Chair reflected on the success of the TTC Public Forum, noting strong engagement and recommending a visible annual list of accomplishments to show the impact of customer feedback at future Public Forums. A detailed report on elevator and escalator performance highlighted the scale of maintenance challenges, the age of many elevators, and the need for more dynamic, real-time communication about outages to better support riders. Winter transit-stop accessibility responsibilities were clarified, with 311 designated as the reporting channel, and concerns were raised about the new Access, Equity, and Inclusion name potentially overshadowing accessibility. Additional updates included line visits, assessments of station accessibility features, and the opening of a new station where ACAT members provided important recommendations, such as adding auditory elevator-level announcements.

Questions and Comments from the Committee

A member noted there is an elevator Town Hall that will be held in December that a few ACAT members would be attending.

A member asked if Metrolinx/PRESTO could be invited to a future meeting due to the unresolved PRESTO support person fare issue. The response noted the letter was sent only two weeks ago, the matter can be escalated, if needed. Jeff Short, Senior Planner – System Accessibility, Strategy & Foresight added that the topic would go to the Strategy and Planning Subcommittee, where he could request a PRESTO representative to attend.

A member discussed the importance of speaking properly to people who have vision loss and avoiding terms like “come here”. They also suggested TTC staff consider having someone who is blind try new elevators, payment options, and new features at station and vehicle introductions to ensure accessibility. They did not have that opportunity to use the elevator at the Glencairn Station ribbon cutting event.

Another member suggested that the Braille should be checked as well by someone that can read it and another member recommended preparing a checklist that would cover multiple accessibility options that could be checked at these openings.

7. Remarks from TTC Executive

Josh Colle, Chief Strategy and Customer Officer provided an update about the Easier Access program. Christie, Summerhill, and Warden stations will receive new elevators in 2025, with additional stations planned for 2026. Safety updates were highlighted, including a new initiative placing neighbourhood police officers along Line 1. The TTC is piloting tools such as tablets for station staff to access real-time information, translation support, and improved wayfinding, as well as new audio-visual displays at bus and streetcar stops to replace static signage. Plans are underway to enhance ACAT’s role in future accessibility audits, especially ahead of Line 5’s opening. Finally, the Finch West LRT (Line 6) will open December 7, with a community-oriented event and opportunities for ACAT members to join the first rides.

Questions and Comments from the Committee

A member emphasized the need for an introductory orientation so riders with accessibility needs, and the organizations that support them, can learn how to use the new Line 6 vehicles and stations, which differ significantly from subways. It was noted that ACAT’s recent “technical audit” was the first done jointly with Metrolinx, but stakeholders still should have been invited to tour and ride the trains in advance to prepare their clients (CNIB, etc.). Josh Colle agreed, saying this kind of hands-on learning is important, especially with new payment and boarding procedures, and suggested TTC staff create an action item to organize such sessions during the early, limited-hours phase after the line opens.

The Committee members suggested renaming the tours ACAT is involved with as they are an accessibility review. Josh Colle confirmed he would wordsmith a proper term and acknowledged ACAT feedback is valuable in these places.

A member asked if the Finch West bus would continue operating once the Finch West LRT opens. Josh Colle confirmed the bus would still run during the early launch period while the LRT undergoes testing and occasional closures for maintenance. Initially, the bus will operate as a complementary service, either at certain times of day or during early stages of the rollout.

Members were asked to send suggestions for organizations that should be asked to be involved in the review of stations and vehicles to Adrienne Isaac, Wheel-Trans Administrative Assistant, for input.

8. Wheel-Trans Transformation Update

Cameron Penman, Head of Wheel-Trans, confirmed that 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 was issued in October and would be closing soon.

Eligibility re-registrations of Wheel-Trans Legacy customers continue to progress successfully. Almost 1300 customers have re-registered in 2025, with approximately 1,500 active customers remaining. Almost all Accessible Taxis now have “Where Is My Ride” capability, including most Beck Accessible Taxis, and the sedan vehicles would start being integrated into the system in the coming months.

Questions and Comments from the Committee

A member noted that the current vehicles often have issue with people fitting in them and little to no room for their service dog with the partition and the way the doors open. Cameron Penman would take that feedback back. This was supported by a number of members, noting the vehicles were too small or did not safely stow mobility devices.

A member noted there are also issues in the floor of the sedans with service dogs not getting any grip and suggested that this issue be looked at as well. Cameron Penman would take that back.

There was a suggestion from an ACAT member that input from retiring members would be beneficial when user feedback is needed for the new sedans. Cameron Penman noted that the way the process would work, likely anyone that would be retiring and possibly returning next year would still be able to provide feedback.

9. Community Safety Plan Update

Betty Hasserjian, Chief Safety Officer, gave an update on the TTC's newly approved Community Safety, Security, and Well-Being Plan, emphasizing that it is a living document continually reviewed with advisory groups like ACAT. The plan aims to improve safety through a compassionate, people-first approach by implementing actions grouped under the following elements: collaboration and partnerships, communication, engagement, procedures and training, vehicle, station, and facility improvements, and data analysis and monitoring. Recent achievements include expanded outreach teams, new crisis-response partnerships, increased winter support, safety campaigns, and ongoing station improvement pilots, alongside measurable reductions in offenses against customers and employees. Despite progress, perception of safety remains a challenge, and the TTC will continue refining its social-services response, security model, and actions under the plan to meet future targets.

Questions and Comments from the Committee

A member raised concerns about the lack of clear emergency evacuation procedures for people with mobility challenges during meetings in the building. Betty Hasserjian acknowledged the issue and committed to providing proper safety briefings and reviewing evacuation protocols for future ACAT meetings.

Jeff Short also suggested that a list of people who require assistance could be provided to the 1900 Yonge security desk prior to in-person meetings.

A member asked whether the TTC tracked response times from the moment an incident is reported to when help arrives. Betty Hasserjian confirmed that all incidents go through Transit Control, which logs call and dispatch times and could provide that data. She acknowledged past delays and noted that dispatcher staffing has been increased to improve response times. They plan to continue expanding staffing to ensure timely responses.

A member asked whether security personnel received training on assisting blind or customers who have low vision, particularly in recognizing when they may need help. Betty Hasserjian indicated that while security staff receive general safety orientation training, it is unclear if it specifically covers engagement with customers who are blind.

A member asked which six stations would have the pilot for cleanliness and state-of-good-repair measures. Betty Hasserjian confirmed the stations are Dundas, Finch, Kennedy, Lansdowne, Scarborough Town Centre and Spadina.

A member asked if there was still access to 911 if there is no connectivity for those using the Safe TTC app and Betty Hasserjian confirmed it would still connect. A member asked about the process when a person texts into the Safe TTC app. Betty Hasserjian reviewed the process and confirmed the customer would receive confirmation that the message was received.

The following information was provided after the meeting to confirm the topics covered in training: AODA training modules include: Respect and Dignity, Diversity and Inclusion, Professional Standards and Expectations, Customer Service Expectations and Communication Techniques, AODA and Accessibility, and Non-Emergency and Emergency Situations.

10. Wheel-Trans Vehicle Procurement Program Update

Ike Onuoha, Program Manager, Vehicle Programs, gave an update on the Wheel-Trans vehicle procurement program. He noted that a contract for five electric buses for a pilot study was awarded to Damara earlier this year, followed by ACAT's review of specifications and a summer visit to the manufacturer's facility. Design work was to be completed in December, after which manufacturing will begin, with a demo bus expected in Q2 2026 for ACAT and TTC stakeholders to test and provide feedback. Delivery of the five pilot vehicles was planned to begin in late 2026 and continue into 2027, with preliminary pilot evaluation in late 2027 and a final report in 2028. The Karsan Vero vehicles would feature ADA-compliant ramps, low floors, seating for personal mobility devices and ambulatory passengers, grab bars, floor lighting, and other accessibility features.

Ike Onuoha explained that smaller electric sedans were being introduced to optimize the fleet mix, improve service through more direct trips, enhance customer comfort, and support city-wide electrification and GHG reduction goals. A competitive Request for Proposal for up to 10 vehicles was underway, with contract award expected in early 2026 and vehicle delivery anticipated by Q4, followed by a pilot that ACAT and other stakeholders will review. Feedback from ACAT has already been incorporated into mandatory design requirements, including door dimensions, step height, storage space, and internal accessibility features.

Questions and Comments from the Committee

A member asked if there would be delineation in the booking for these vehicles. Cameron Penman confirmed there would be in both booking and backroom booking. Members shared their experience with the contracted taxis, with feedback regarding the need for a large trunk space to accommodate walkers, traction on the floormats to aid stability of service animals, increased rear leg room and floor-to-ceiling height to accommodate certain body types. Ike Onuoha confirmed that feedback from ACAT will be considered in the vehicle specifications and through the pilot program.

11. Outstanding Items

a. ACAT Member's Manual

This would be sent to members for their input in the next few weeks.

b. Recommendation to Honour Sam Savona

To be reviewed in Q2 2026.

Questions and Comments from the Committee

Nil.

12. 2025 Halloween Fest

Lori Bailey, ACAT Vice-Chair, raised concerns about the lack of accessibility at the Lower Bay Street station, noting that the venue has only stairs and an out-of-order escalator, with no elevator access. She emphasized the need for accessibility issues to be addressed in advance as this event was cancelled shortly before the event date and suggested ACAT provide feedback to encourage better accessibility planning for future events. Josh Colle responded that the event has been happening for a couple of years, is employee-driven rather than a TTC corporate event, and that the pause this year was to ensure accessibility and proper planning, despite being an unpopular decision. He welcomed ACAT's formal feedback on this and emphasized balancing the venue's popularity with the critical need to prioritize accessibility for all participants.

Questions and Comments from the Committee

A member noted accessibility at Lower Bay was raised years ago and ACAT advised spending accessibility money on Easier Access III projects, not on access to other areas of TTC.

13. Deputation

Nil.

14. Incoming Correspondence

a. Tracking track level incident

This item had been sent to the SPS for review.

b. Annual Public Forum Feedback

This item had been sent to WTOS and reviewed at the November meeting.

c. Wheel-Trans hybrid van

This item had been sent to WTOS and reviewed at the November meeting.

d. 90 Vaughan Road bus changes

This item was assigned to SPS for review.

e. The East Mall stop changes

This item was assigned to SPS for review.

Questions and Comments from the Committee

A member noted that ACAT members received an email update on behalf of Rich Wong, TTC Chief Transportation & Vehicles Officer, as a follow-up from his attendance at the September ACAT meeting. He outlined vehicle design process and included a PowerPoint presentation on the new accessibility features on TTC buses.

Transportation & Vehicles Update

Additional information was provided to members further to the September 25, 2025 ACAT General Meeting. As part of the vehicle design process, three-dimensional design layout renderings are produced during the early project stage, for consultation with ACAT and the Joint Health and Safety Committee (JHSC). Physical mockups are then presented to ACAT, JHSC and Operators. A demo vehicle for the Wheel-Trans eBus pilot is expected by June 2026, which will provide operators the opportunity to review and share their feedback on aspects of the vehicle. Accessibility features on new buses include a front kneeling function, a PMD ramp featuring high visibility striping, braille on Stop Request and Priority Request Buttons, PMD locations with imprinted International Symbol of Accessibility and companion seating, a floor and shoulder PMD securement system, companion seating near the PMD location, USB charging ports, low effort touch bars with three-tone chimes on bus doors, large infotainment screens and visual and audible stop announcement systems, internally and externally.

The New Subway Train has added features of a Learning Loop System to aid persons who have hearing loss and Automatic Speech to Text System for converting public announcements to text displays. There are also additional screens located throughout the passenger saloon for the visual display of text announcements.

15. Subcommittee Reports, Highlights and Updates

Communications Subcommittee (CS)

Maria Marin, CS Chair, gave a summary of the meeting held on Thursday, November 6, 2025.

The meeting covered updates on Scarborough Town Centre station signage, with new bus routes, maps, and bay allocations; subcommittee members raised accessibility concerns about high-mounted signs and visibility for low-vision and seated users, which

Laura Lehming will review while maintaining AODA compliance. CNIB replacement card procedures now allow direct customer processing, with discussions on improving communications to ensure broad awareness. Wheel-Trans updates included equity consultations, a travel training video series, an end-of-year newsletter, and an International Day of Persons with Disabilities event, with members suggesting future inclusion of conventional service accessibility. Other items included upcoming Line 6 preview tours, the Glencairn ribbon-cutting, and highlighting accessible features on conventional transit.

CS Meeting Highlights:

- Scarborough Town Centre Station signage.
- New CNIB replacement card procedures.
- Wheel-Trans communications updates.

The next Communications Subcommittee meet will be held on December 4, 2025.

Questions and Comments from the Committee

Nil.

Design Review Subcommittee (DRS)

No meeting held in November as it conflicted with the Line 6 preview for ACAT members. The next DRS meeting is scheduled for December 2, 2025.

Strategy and Planning Subcommittee (SPS)

Debbie Gillespie, SPS Chair, provided a summary of the SPS meeting held on November 18, 2025.

Warden Station's Easier Access team explained that elevators will open in 2025 using temporary fire-rated enclosures, with a four-week shutdown planned for early 2026 to install permanent glazing (glass wall panels). ACAT members emphasized the need for clear, multi-platform communication so riders understand the temporary opening and later closure, and TTC staff confirmed that a communication plan is being developed. Members raised questions about visibility, security, washrooms, and navigation, and TTC staff clarified that lighting, CCTV, and accessibility features would be in place. The meeting also addressed the partial openings of Line 5's Cedarvale and Mount Dennis stations, including new pedestrian connections, bus routing changes, and Wheel-Trans access, with comments raised about signage, standardized pickup locations, and cold weather protection. Additional agenda items reviewed communication issues around station renaming, PRESTO Support Person Cards, and updates to outstanding accessibility and infrastructure coordination logs.

SPS Meeting Highlights:

- Warden Station elevators will open in 2025 using temporary enclosures, with a four-week closure in early 2026 to install permanent glazing.
- ACAT stressed the need for strong, multi-platform communication about the temporary opening and later shutdown.
- Line 5 Cedarvale and Mount Dennis partial openings introduce new connections and Wheel-Trans adjustments, with concerns about signage, pickup locations, and weather protection.

The next meeting is scheduled for December 9, 2025.

Wheel-Trans Operations Subcommittee (WTOS)

Lauri Sue Robertson, WTOS Chair, gave a summary of the WTOS meeting held on November 12, 2025

At the TTC Annual Forum on Accessible Transit, David Lo Presti highlighted that all contracted Wheel-Trans drivers follow AODA accessibility standards, complete refresher training when complaints occur, and receive experiential “Day in the Life” training, which will resume in 2026. Subcommittee members discussed vehicle ergonomics, route planning, fare issues, and the importance of driver professionalism, noting positive examples where staff assisted distressed passengers. Updates on Line 5 and Line 6 LRT stops emphasized clear labeling of Wheel-Trans stops, including location, travel direction, and whether stops are shared, to prevent confusion for riders with low vision or disabilities, with GTFS data ensuring correct trip booking. Concerns were raised about multiple accessible entrances at subway stations, private development access, and the need for consistent landmarks, with updates provided for the North York Library and Sheppard–Yonge area. Wheel-Trans complaint data for late September to October 2025 was reviewed, covering issues such as no-shows, discourtesy, vehicle problems, and service delivery, while discussions also addressed the no-show taxi process and ongoing PRESTO card issues, with TTC and Metrolinx planning new machines by 2026–2027.

WTOS Meeting Highlights:

- Wheel-Trans drivers follow AODA standards with training resuming in 2026.
- Clear labeling for LRT and Wheel-Trans stops aims to improve accessibility.
- Complaints, PRESTO issues, and service consistency are being addressed.

The next meeting is scheduled for December 10, 2025.

16. Other/New Business

a. Fresh Meadow Transfer – York Region

A member discussed the ceiling-mounted heaters at the Fresh Meadow stop provide little warmth at the floor level and suggested installing an additional heater beneath the metal bench to improve comfort for customers waiting there.

b. Staff Compliment

A member complimented the instructor at a contracted taxi retraining session the member recently observe and suggested the AODA information was great.

c. Neurodivergent Customers

A member recounted a ride in an accessible taxi where the Operator skillfully supported two young adults with autism while maintaining calm, safety, and positive engagement throughout. The experience highlighted how Wheel-Trans Operators often provide exceptional service that benefits not only passengers but also their families and the broader public, reminding ACAT to consider and recognize populations who may not be directly represented at the table.

17. Next Meeting

Next ACAT General Meeting: Thursday, December 18, 2025 at 1:00 p.m.

18. Adjournment

Meeting adjourned at 3:26 p.m. on a motion by Debbie Gillespie.

Cindy Edwards
Recording Secretary

TORONTO TRANSIT COMMISSION
COMMITTEE MINUTES

APPROVED

Minutes of Meeting: ACAT General Meeting
Meeting Date: Thursday, December 18, 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, SPS Chair
Mei Hung
Azim Lila
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: Frank Lockhart

Invited Guests: Paul Cross
Yasmine Simone Gray
Gerald Mak
Corina McCoy

TTC Representatives: Mandeep S. Lali, TTC CEO
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

Cameron Penman, Head of Wheel-Trans
Jeff Short, Senior Planner – System Accessibility, Strategy & Foresight
Ross Visconti, Wheel-Trans Project Manager
Pam Watson, Manager of Transportation, Wheel-Trans
Natalie Francis, Manager, Planning and Policy, Wheel-Trans
John Boucher, Manager, Lakeshore Garage, Wheel-Trans
Michael Pimentel, Coordinator, Contracted Services, Wheel-Trans
Warren Rupnarian, Accessibility Liaison for the TTC
Matt Hagg, Manager, Customer Policy and Planning, Strategy & Foresight
Curtis Batuszkin, Senior Planner, Transit Stops
Matthew Do Couto, Manager of Elevating Devices
Chris Kelesis, Supervisor, Elevating Devices
Kisha Powell, Senior Communication Specialist, Marketing & Customer Experience
Ike Onuoha, Program Manager, Vehicle Programs

Items Discussed

- 1/ Call to Order
- 2/ Safety Moment/Attendance
- 3/ Land Acknowledgement
- 4/ Declaration of Conflict of Interest
- 5/ Approval of Agenda
- 6/ Review and Approval of November 27, 2025, Minutes
- 7/ Remarks from ACAT Chair
- 8/ Remarks from TTC Executive
- 9/ Acknowledgement of the 2025 Retiring ACAT Members and Introduction of 2026 ACAT Members and Pool Members – Cameron Penman
- 10/ Wheel-Trans Transformation Update – Cameron Penman, Head of Wheel-Trans
- 11/ 366 The East Mall bus stops – Curtis Batuszkin, Senior Planner, Transit Stops
- 12/ Outstanding Items
 - a. ACAT Members' Manual
- 13/ Deputation: Nil
- 14/ Incoming Correspondence:
 - a. Subway stations stair nosing visual contrast
- 15/ Subcommittee Reports, Highlights and Updates
 - Communications
 - Design Review
 - Strategy and Planning
 - Wheel-Trans Operations (no meeting)
- 16/ Other/New Business
- 17/ For ACAT Members' Information

- ACAT New Member Orientation - January 8, 2026, at 1:30 p.m. to 3 p.m. (virtual)
- ACAT New Member Training - January 16, 2026, at 12:30 p.m. to 3:30 p.m. (hybrid)
- ACAT Executive Elections – January 19, 2026, at 2 p.m. to 3:30 p.m.(virtual)

18/ Next Meeting – January 29, 2026

19/ Adjournment

1. Call to Order/Attendance

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

2. Safety Moment/Attendance

Levenson Lincoln gave a safety briefing for attendees and reminded the 2026 ACAT members that they were not permitted to participate in the meeting discussion.

3. Land Acknowledgement

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

4. Declaration of Conflict of Interest

Nil.

5. Approval of Agenda

Motion to approve the agenda as presented: Azim Lila

Seconded: Angela Marley

Carried: Agenda approved.

6. Review and Approval of November 27, 2025 Minutes

The item was deferred to the next meeting.

7. Remarks from the ACAT Chair

Betty Rivington-Law, ACAT Chair, discussed a December 7 ride on the new Line 6 Finch West, which identified accessibility issues with wayfinding, audio/visual stop announcements, and Accessible Pedestrian Signals (APS), some of which were addressed later that day. She also shared positive feedback received from the TTC Board on ACAT's work. Additionally, she gave a summary of the December 17 TTC Elevating Devices town hall which some ACAT members attended. Members shared their lived experience perspective to emphasize the importance of escalators and elevators. The remarks closed with sincere thanks to Committee members and staff for their support, recognition of collective resilience, and well wishes for everyone's health in the coming year.

Questions and Comments from the Committee

Nil.

8. Remarks from TTC Executive

Mandeep S. Lali, TTC CEO, reflected on joining the TTC in July 2025 and learning about ACAT's strong advocacy work. He thanked all members for their passion, collaboration, and impact on advancing accessible transit. Special appreciation was given to outgoing members, the ACAT Chair, and ACAT subcommittees for their dedication and leadership, particularly during the opening of Line 6 and ongoing service improvements. The update highlighted significant progress in accessibility, with 61 of 70 stations now fully accessible, and emphasized the close connection between ACAT and Wheel-Trans. He noted Wheel-Trans' strong performance outcomes, including increased ridership, improved call-centre response times, a 99.9% accommodation rate, and high customer satisfaction, underscoring the lasting legacy of the committee's work.

Questions and Comments from the Committee

A member commented on the lack of accessibility features running when Line 6 opened on the line opening day, although they were able to get the features activated easily when it was brought to staff's attention. They noted that the TTC staff who ensure accessibility, like Jeff Short and Matt Hagg, do not receive enough support from the TTC, including with liaising with Metrolinx. They encouraged TTC staff to take a more active role in assuring quality checking prior to running the vehicles. Mandeep S. Lali thanked the Committee for the feedback, noting that board reviews by mode help identify specific areas for improvement and provide detailed input to guide incremental accessibility improvements. He acknowledged that Line 6 could have been delivered better and explained that Lines 5 and 6 follow a different delivery model, with Metrolinx responsible for design, construction, commissioning, and maintenance, and the TTC acting as operator. That represents a new way of working for the TTC. He emphasized that the feedback will inform improvements on current and future lines as that model moves forward.

A member expanded on two points made by another member; with the understanding there were issues between Metrolinx and the TTC. She emphasized that accessibility "reviews" at new stations were not tours and need to be clearly defined, and stressed that accessibility features must be fully tested alongside train operations and safety systems well before opening day. Using Line 6 as an example, they noted that critical features such as audible announcements were not confirmed to be working prior to opening, highlighting gaps in the testing process. They concluded by recognizing the essential role of support staff and senior staff engagement, particularly in providing accurate station descriptions that were vital for planning accessible journeys.

A member noted that feedback from TTC drivers was that they feel disrespected, not listened to, and that they work in a toxic environment. Mandeep S. Lali explained that employee feedback from surveys and engagement forms was being reviewed with third-party support and will inform how the organization needs to evolve. They emphasized the need for two-way communication, breaking down silos, and greater transparency in decision-making. The work involves multiple, coordinated changes across the organization over the long term, rather than a single quick fix.

9. Acknowledgement of the 2025 Retiring ACAT members and Introduction of the 2026 ACAT Members and Pool Members

Cameron Penman, Head of Wheel-Trans, thanked the members of ACAT retiring in 2025, Betty Rivington-Law, Frank Lockhart, Mei Hung, Maria Marin, Lavarnan Mehavarnan, and 2025 pool member, Oliva Darwin. He welcomed the new members and pool members, including the return of Paul Manna and Nathaniel Tok who will transition from being pool members to full members, and Paul Cross, Yasmine Gray, and Gerald Mak as full members. The 2026 pool members are Amber Lavitt and Corina McCoy.

10. Wheel-Trans Transformation Update

Cameron Penman, Head of Wheel-Trans, noted negotiations for the Requests for Proposal for the Automatic Vehicle Location and Interactive Voice Response systems were nearing completion. Software upgrades were progressing, with additional phases of reservation, scheduling, and dispatch enhancements planned for launch in the coming months, and electric sedan procurements expected to be announced in Q1 2026, with deliveries anticipated in 2026.

1,400 legacy customers were re-registered in 2025, accessible taxis have been fully onboarded to the “Where is My Ride” feature, with expansion planned to sedan taxis in 2026. Cameron expressed appreciation to the Committee for a productive and collaborative year.

Questions and Comments from the Committee

A member recommended a campaign to inform customers of the “Where is My Ride” features. Cameron Penman would take that back as a good suggestion.

A member noted that TTC staff were very helpful and accommodating but contracted taxi drivers are easy to differentiate as they are less accommodating. The member, or any member that experienced issues with the contracted taxi staff was encouraged to reach out to David Lo Presti, Manager of Contracted Taxi Services, to leave comments.

A member commented that the training session with Royal Taxi and Co-op Taxi was described as informative and valuable, with strong attention to respectful, inclusive language and effective correction of problematic terms, as well as relevant testing and feedback tied directly to Wheel-Trans services. The speaker suggested adding more scenario-based training, noting that issues such as No-Show procedures, vehicle cleanliness, phone use while driving, and contracted service practices were important topics that were well addressed and should continue to be reinforced. Cameron Penman would take that back.

A member attended the December 13 Royal Taxi and Co-op Taxi refresher training and described as excellent and highly valuable. She recommended having future electric sedan drivers attend these sessions to learn real-world scenarios and leverage existing

training rather than creating a new program. She also noted they had no No-Show slips and Cameron Penman commented he would bring that back, as they should have a supply of those.

The member also suggested providing an alternative method of providing a No-Show notice as blind people often cannot find them when they were posted. Staff confirmed they were working on this, but they are given by phone and SMS as well.

A member asked if Wheel-Trans could provide the update when the Line 6 Wheel-Trans stops have been completed and Cameron Penman agreed that information would be provided when available.

11. 366 The East Mall bus stops

Curtis Batuszkin, Senior Planner, Transit Stops, stated ACAT received correspondence regarding the bus stops near 366 The East Mall in Etobicoke. He explained these stops were initially moved to a nearby location which would meet the TTC's accessible bus stop standards in a more cost-effective manner. The stop relocation prompted significant community feedback, because it created inconvenience for local residents, leading to agreement to return the stop to its original location despite limitations.

Curtis Batuszkin explained that many legacy bus stops did not meet current accessibility standards, and while simpler bus stop accessibility upgrades have been completed elsewhere in the network, many remaining stops are increasingly complex due to space constraints, utilities relocation, slopes, and other considerations. In some cases, slight relocation of stops allows accessibility improvements to be delivered faster and more efficiently, though that can conflict with community preferences. He emphasized the ongoing need for ACAT's guidance on acceptable trade-offs, timelines, and alternatives as the TTC navigates these more challenging accessibility decisions.

Questions and Comments from the Committee

A member commented they had recently been at Victoria Park Station, where the Wheel-Trans stop was difficult to find on a windy, cold platform, with the No Show board being inside the station. She was wondering why the stop was so far away from the front doors. Curtis Batuszkin explained that while Wheel-Trans has its own requirements, their team aimed to minimize distances from entrances to stations, ensure amenities such as lighting and No-Show boards are provided, and maintain good line-of-sight. Technical standards include a maximum distance of 75 metres from entrances. They coordinate closely with Wheel-Trans on challenging locations and are open to addressing concerns.

A member suggested that anyone who emails transit accessibility concerns to accessibility@ttc.ca will receive a reply, as that email goes directly to Jeff Short, who relays the concerns to the correct team to address.

A member asked what the basis for choosing stop locations would be. It was explained that it was based on areas that the customers use, where staff does on onsite checks to ensure accessibility. It was suggested this topic could be brought back to the subcommittee in the New Year for discussion, but a member suggested ACAT would benefit from additional background information prior to doing that to provide good feedback.

12. Outstanding Items

a. ACAT Members' Manual

The manual has now been updated, item completed.

b. Sam Savona Dedication

To be at College Station after Easier Access project completion, anticipated by Q2 2026.

13. Deputation

Nil.

14. Incoming Correspondence

a. Subway stations stair nosing visual contrast

Jeff Short has taken that item back for internal discussions and would report back when more information was available. This item was assigned to the Design Review Subcommittee.

15. Subcommittee Reports, Highlights and Updates

Communications Subcommittee (CS)

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

The Subcommittee discussed several accessibility and communications items. Members asked for Line 6 trains to announce door direction and next-station information both when entering and leaving stations, but that item was deferred to February 2026. TTC staff presented new subway platform boarding decals designed to support customer flow and improve visibility for low-vision riders, with additional user testing planned. Updates were given on the December 31, 2025 end of tokens, tickets, and day passes for Wheel-Trans customers, ongoing communications projects, and improvements to the Wheel-Trans app and Self-booking Website. Members also raised the need for better public education on new transit lines and clearer instructions on Passenger Assistance Intercom (PAI) systems.

CS Meeting Highlights:

- TTC was testing new boarding decals and exploring better onboard announcements for Line 6.
- Tokens, tickets, and day passes will no longer be accepted on Wheel-Trans after Dec 31, 2025.
- Members emphasized early review of Line 6 materials, accessible website updates, and clearer education about PAI systems across vehicles.

Questions and Comments from the Committee

A member clarified that since the opening of Line 6 the Wheel-Trans stops are set and staff are completing the installations. The Line 6 Station Descriptions are on ttc.ca.

A member asked for clarification about “Phase 5” mentioned in the fireside chat with Dean Milton and Ross Visconti, noting that the YouTube link did not explain it. Cameron Penman clarified that the organization is in phase 5 of a seven-phase program upgrading reservation, scheduling, and dispatch software, with three phases remaining. Phase 5 is currently being tested and will improve scheduling technology, including adherence to schedules and accounting for traffic. They offered to provide a detailed breakdown of features in each remaining phase in future subcommittee meetings.

The member commented it would be helpful for members to receive the information on the remaining phases so they know what is upcoming. Cameron Penman agreed and recommended they put a presentation together for the February 2026 meeting, outlining the remaining phases. He also commented that ACAT had been involved with the project from the outset.

A member suggested increasing customer awareness of the “First On, Last Off” initiative, as bus drivers have commented on the rudeness of able-bodied customers pushing other customers out of the way to get on the bus first.

A member noted that a staff fireside chat was held on International Day for Persons with Disabilities (December 3, 2025), with a link to the video shared with CS members. They asked that a link be sent to all members as the chat is very informative, which included Dean Milton, Ross Visconti, a bus operator from Wheel-Trans, and Warren Rupnarain from the Access, Equity and Inclusion department.

The next Communications Subcommittee meet will be held on February 5, 2026.

Design Review Subcommittee (DRS)

Craig Nicol, DRS Chair, provided a summary of the meeting held on Tuesday, December 2, 2025.

Staff gave an overview of design-related public feedback from the 2025 TTC Public Forum on Accessible Transit. Highlights from the feedback included topics such as stroller use in Priority Seating, rear-door boarding, increasing colour contrast of bus grab straps, steep streetcar ramps, and various concerns about stations such as narrow doors, poorly placed buttons, and insufficient tactile wayfinding. ACAT members discussed these issues, proposed customer education on priority seating, and suggested design improvements such as better strap colours and retractable stop-sign arms for streetcars.

A staff overview of the Line 6 Finch West LRT ACAT visit highlighted feedback about hard-to-read signage, Areas of Refuge, audible announcements, and vehicle grab rails. Members requested clearer communication on emergency features, APS button location information, and connecting-route information ahead of the line's public opening.

DRS Meeting Highlights:

- Public feedback from the 2025 TTC Accessible Transit Forum.
- ACAT feedback from the Line 6 Finch West LRT Preview.

Questions and Comments from the Committee

A member commented that drivers noted the bus ramp deployment involves multiple steps and not just pushing one button, which causes frustration with customers, waiting to board.

A member commented that friends suggested subway stair edge colour contrast needs improvement. Jeff Short explained that TTC design standards require color-contrasted stair edge nosing and tactile indicators at the top of the stairs. Stairs across the network are in various conditions, with those in the poorest condition being prioritized for rebuilding, such as a recently rebuilt stair at St. George. Annual inspections by the Plant Maintenance team guide these priorities. Over time, more stairs will be upgraded to current standards, with further details to be discussed at DRS in early 2026.

The next meeting was scheduled for February 10, 2026.

Strategy and Planning Subcommittee (SPS)

Debbie Gillespie, SPS Chair, provided a summary of the SPS meeting held on December 9, 2025.

Staff gave an update presentation on the PRESTO Support Person Assistance Card. They highlighted how the proposed 1-card solution would work from a customer journey perspective, employing a "pass back" solution, where the customer taps the card and proceeds through the fare gate, then passes their card back to the support person who taps the card. No fare is charged on the second tap. It is expected that the PRESTO Support Person Assistance Card will be implemented no earlier than Q3 of 2028, after

PRESTO 2.0 (move to a cloud-based account system) upgrades are completed. Subcommittee members commented on card misuse, enforcement challenges, smart device compatibility, privacy, and the long implementation timeline. Staff pointed out that many technical and policy details are still under review.

TTC staff gave an overview presentation on the 2025 Public Forum on Accessible Transit comments pertaining to Strategy and Planning. Topics ranged from poor sidewalk conditions and connections to TTC services; bus driver training; use of strollers in Priority Seating areas; the Request Stop Program time; streetcar announcements; safety and security concerns; elevator outages; Public Forum event feedback; and feedback about specific bus routes. Subcommittee members provided helpful suggestions for what can be included in responses to the Public Forum comments.

Warden Station Easier Access elevators were discussed. Elevators will be temporarily taken out of service in early 2026 to install the glass wall panels. For the 2026 interim service plan, Service Planning has been asked to continue the alternate bus connections for Warden Station until May 31, 2026. 90 Vaughan Road bus route correspondence: staff noted that changes to this route align with the removal of mid-block stops elsewhere in the city (moved to signalized crossings to improve pedestrian safety).

SPS Meeting Highlights:

- Plans for the new PRESTO enabled Support Person Assistance Card
- Accessibility issues presented at the 2025 Public Forum on Accessible Transit.
- Warden Station Easier Access elevator construction

Questions and Comments from the Committee

A member commented that bus drivers report significant pressure from immediate supervisors to meet schedules, despite no formal discipline for being late. Current schedules are often created using out-of-service buses, which doesn't reflect real conditions like busy stops at schools, hospitals, or long-term care homes. Drivers experience anxiety and stress when they cannot keep on schedule. They suggest rerunning routes with full, in-service buses to create more realistic schedules.

The ACAT Chair noted she had written a letter to Metrolinx/PRESTO encouraging them to speed the up the timeline for implementation of PRESTO 2.0, which would allow a better use for the Support Person Assistance Card. Metrolinx had acknowledged receipt of the letter.

A member commented that the Wheel-Trans buses currently in service are not very comfortable and asked if they would be improving the suspension anytime soon. It was confirmed they were working on that and when the prototype for the new system is released next year, ACAT members were encouraged to try it and provide feedback.

The next meeting will be held in February 2026.

Wheel-Trans Operations Subcommittee (WTOS)

No meeting held in December 2025. The next meeting will be held in February 2026.

16. Other/New Business

Committee members were given an opportunity to speak to lessons learned and final year-end reflections.

17. For ACAT Members' Information

- ACAT New Member Orientation - January 8, 2026, at 1:30 p.m. to 3 p.m. (virtual)
- ACAT Intersectionality and Bias Training (New Members)- January 16, 2026, at 12:30 p.m. to 3:30 p.m. (hybrid)
- ACAT Executive Elections – January 19, 2026, at 2 p.m. to 3:30 p.m.(virtual)

18. Next Meeting

Next ACAT General Meeting: Thursday, January 29, 2026 at 1:00 p.m.

19. Adjournment

Meeting adjourned at 3:21 p.m. on a motion by Angela Marley.

Cindy Edwards
Recording Secretary