



Advisory Committee on Accessible Transit

March 31, 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 January 29, 2026 and February 26, 2026 to the April 2026 Board Meeting for information. At the January meeting, ACAT members received information about the TTC's Indigenous Reconciliation Action Strategy and about the elevator and escalator outages dashboard redesign for the TTC website. The Committee emphasized the importance of screen reader compatibility and provided feedback on how to categorize outages as not all outages make a station inaccessible. There was also an in-camera session to discuss an LRT simulation exercise some ACAT members attended in advance of the Line 5 opening.

At the February meeting, ACAT members received a deputation about the visibility of vehicle numbers inside Wheel-Trans buses. TTC staff confirmed Wheel-Trans Customer Service have information about vehicle numbers and may share the details with customers if a customer provides specific trip information. The Committee discussed a bus stop removed on Finch Avenue West and received an explanation from TTC staff about the parameters and distances considered when stops were removed along the Line 6 Finch West LRT route.

There were no subcommittee meetings held in January 2026. The following is a summary of the main topics discussed at the February ACAT Subcommittee Meetings:

Communications Subcommittee

- Line 5 Eglinton LRT opening: Communications and bus route changes were reviewed as well as Line 5 signage, wayfinding maps of stations, and wayfinding in interchange stations.

Design Review Subcommittee

- Waterfront East LRT accessibility concerns.
- Stanchion and handhold strap colour contrast.
- Line 5 opening feedback and review of accessibility, including audible announcements.

Strategy and Planning Subcommittee

- Yonge North Subway Extension plans for Access Hub relocation, Wheel-Trans drop off and pick up locations and future wayfinding plans.

Wheel-Trans Operations Subcommittee

- Wheel-Trans Transformation modernization goals of system integration, automation, and improved customer experience.
- Wheel-Trans app and Self-booking Website functionality and tracking system improvements.
- Planning and coordination efforts to maintain service continuity during major events like FIFA.

Thank you.

Sincerely,

Sophie Petrillo
2026 ACAT Chair

Encl. January 29, 2026 ACAT General Minutes
 February 26, 2026 ACAT General Minutes

TORONTO TRANSIT COMMISSION
COMMITTEE MINUTES

Minutes of Meeting: Advisory Committee on Accessible Transit General Meeting
Meeting No. 428

Meeting Date: Thursday, January 29, 2026

Meeting Time: 1:00 p.m. to 3:30 p.m.

Location: Hybrid meeting via Microsoft Teams
1900 Yonge Street
7th Floor Boardroom

Present: Sophie Petrillo, ACAT Chair
Paul Cross, ACAT Vice-Chair
Debbie Gillespie, ACAT Vice-Chair
Tammy Adams
Lori Bailey
Yasmine Gray
Azim Lila
Gerald Mak
Paul Manna
Karen Mootoo
Craig Nicol
Lauri Sue Robertson
Nathaniel Tok
Chau Sheung Wong

Regrets: Angela Marley

Pool Members: Amber Lavitt
Corina McCoy

TTC Representatives: Dhaksayan Shanmuganayagam, Chief Information Officer
Asif Patel, Head of Technical Delivery and Sustainment,
Information Technology Services
Cameron Penman, Head of Wheel-Trans
John Boucher, Manager, Lakeshore Garage, Wheel-Trans
Natalie Francis, Manager, Planning and Policy, Wheel-Trans
Lodon Hassan, Divisional Manager, Wheel-Trans Customer
Service
David LoPresti, Manager, Contracted Taxi Services, Wheel-
Trans
Dean Milton, Manager of Strategic Initiatives, Wheel-Trans

Levenson Lincoln, Assistant Manager, Wheel-Trans
Customer Service
Sneha Madhuri, Communications Advisor, Corporate
Communications
Jeff Short, Senior Planner – System Accessibility, Strategy &
Foresight
Stephan Boston, Chief Instructor, Operations Training Centre
Warren Rupnarain, Accessibility Liaison, Access, Equity &
Inclusion
Matt Hagg, Manager, Customer Policy and Planning,
Strategy & Foresight
Kisha Powell, Senior Customer Communications Specialist,
Marketing & Customer Experience
Ike Onuoha, Program Manager, Vehicle Programs
Jessica Dewit, Indigenous Liaison, Access, Equity & Inclusion
Omar Jabbar, Project Manager - Transformation Program,
Wheel-Trans
Aisha Malik, Administrative Assistant, Service Planning and
Scheduling
Oma Okolocha, Coordinator, Human Rights and Investigations
Benjamin Meridith, Acting Director of Operations
Performance, Light Rail Transit Business Management
Chetah Sutrisno, Systems Analyst, Information Technology
Services

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 Minutes
 - a. November 27, 2025
 - b. December 18, 2025
7. 2026 Executive Election results – Cameron Penman
8. Remarks from ACAT Chair
9. Remarks from TTC Executive
10. Wheel-Trans Transformation Update from Cameron Penman
11. Indigenous Reconciliation Action Strategy Introduction – Jessica Dewit, Indigenous Liaison
12. Elevator/Escalator Outages Dashboard Redesign – Chetah Sutrisno, Systems Analyst
13. Announcement of 2026 Subcommittee Membership
14. Outstanding Items
15. Deputation: Nil
16. Review of Correspondence
 - a. Wheel-Trans email reminders
17. 2026 ACAT Meeting Dates
18. Other/New Business
19. New LRT Lines discussion
20. New Meeting – February 26, 2026
21. Adjournment

1. Call to Order / Attendance

Sophie Petrillo, ACAT Chair, called the meeting to order at 1:07 p.m.

2. Safety Moment/Attendance

Levenson Lincoln gave a safety briefing for attendees.

3. Land Acknowledgement

Paul Cross, 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: Karen Mootoo

Seconded: Lauri Sue Robertson

Carried: Agenda approved.

6. Review and Approval of November 27, 2025 and December 18, 2025 Minutes

Motion to approve the Minutes of November 27, 2025 as amended: Karen Mootoo

Seconded: Debbie Gillespie

Carried: Minutes approved.

Motion to approve the Minutes of December 18, 2025 as amended: Karen Mootoo

Seconded: Lori Bailey

Carried: Minutes approved

7. 2026 Executive Election Results

Cameron Penman, Head of Wheel Trans, announced the members of the 2026 ACAT Executive. He announced that Sophie Petrillo was elected as Chair, and Paul Cross and Debbie Gillespie were elected as Vice-Chairs for 2026. He congratulated the executive team.

8. Remarks from the ACAT Chair

Sophie Petrillo, 2026 ACAT Chair, opened the first ACAT meeting of the year by welcoming in-person and virtual attendees, thanking committee members, TTC staff, and the public, and expressing gratitude for being elected Chair along with welcoming the Vice-Chairs. They acknowledged the vital contributions of both new and returning volunteers and the significant partnership and workload carried by TTC staff in supporting ACAT's

work. Looking ahead, members were invited to share priority ideas for the year to help guide ACAT's focus and strengthen its impact on accessible public transit in Toronto.

9. Remarks from TTC Executive

Dhaksayan Shanmuganayagam, Chief Information Officer (CIO), welcomed ACAT members to the first meeting of the year, congratulated the Chair and Vice Chairs, and acknowledged ACAT's long-standing role in improving transit accessibility. He outlined his responsibility for aligning TTC technology with business goals, delivering accessible digital solutions, and ensuring strong cybersecurity. He emphasized the TTC's commitment to using technology to create a safe, seamless, and accessible transit experience and invited feedback from ACAT members.

Questions and Comments

A member emphasized the importance of accelerating technology adoption at the TTC and asked how the CIO plans to integrate available tools into services, including faster user testing and improved real-time Interactive Voice Response (IVR) updates. They also requested insight into the CIO's roadmap and how accessibility considerations can be embedded into technology decisions across apps, IVR, and user experience. Omar Jabbar, Wheel-Trans Transformation Project Manager, noted the TTC is deploying a new Artificial Intelligence (AI)-enabled IVR system that will offer more intuitive, personalized interactions and improved communication for Wheel-Trans trip booking and updates. Behind the scenes, aging reservation, dispatch, and vehicle-location systems are being replaced to provide real-time tracking so customers can see when their vehicle is arriving. These technology upgrades, focused on improving accessibility and user experience, are currently underway and expected to roll out around Q3–Q4 2027.

A member asked whether the AI voice assistant is being trained to understand how riders naturally and sometimes frustratedly phrase questions, rather than requiring rigid or formulaic commands. Omar Jabbar confirmed this would be coming.

A member asked if the TTC was trying to ensure the system provided alerts or notification of Wheel-Trans vehicle arrival within 10 minutes, is it notified based on the scheduled time, not real time. Omar Jabbar confirmed they are working on that integration now. Cameron Penman noted that might be due to the sedans not being integrated yet, and the member noted it also happened with Wheel-Trans buses.

A member asked about last minute bookings not being shown in the app, but are on the website, wondering if this would be updated. Omar Jabbar noted this request had been sent to the vendor and they are waiting for the next update and would keep ACAT updated and would bring their next information update to ACAT in Q2.

10. Wheel-Trans Transformation Update

Cameron Penman, Head of Wheel-Trans, provided an update, which outlined the progress made on Wheel-Trans technology upgrades and fleet modernization. He shared that vendors have been selected (pending approvals) for a new AI-enabled IVR phone system and an upgraded automatic vehicle location system, and that there are ongoing reservations, scheduling and dispatch software upgrades being completed. He reported the processing of the reregistration of customers with eligibility prior to January 1, 2017 is expected to be completed in 2026. Wheel-Trans fleet initiatives include delayed but ongoing plans for a smaller electric vehicle pilot, a battery electric bus pilot beginning later this year, and expanded “Where’s My Ride” tracking across fleets. Operationally, the TTC is moving forward with the 780 Kipling Avenue satellite facility — pending City Council approval—to improve service efficiency and reduce delays.

Questions and Comments

A member shared concerns about one of the vehicles being built in Canada by a company based in Turkey and asked if the update for the electric sedans would seek Canadian companies. Cameron Penman said the battery electric buses are being supplied by Karsan from Turkey and retrofitted in Mississauga by Damera to meet TTC requirements. ACAT members have already seen an early mock-up, and a full-scale, functional mock-up is expected in the coming months for hands-on review before the buses enter service. Ike Onuoha, Program Manager, Vehicle Programs clarified the small electric vehicles will be procured through the Supply Ontario Master Agreement & Vendor of Record process. This Vendor of Record process includes a list of Original Equipment Manufacturers who have already been prequalified by Supply Ontario, and the TTC intends to piggyback off this. Manufacturing locations of the vehicles being considered will be confirmed, with the intention to prioritize Canadian suppliers.

A member asked about the ability for Wheel-Trans buses to negotiate around the downtown with the build-up of snow. Cameron Penman noted these issues and starting this week, Wheel-Trans is adding extra time to allow for this. Toronto residents were encouraged to call 311 to note any issues with snow.

A member asked if ACAT had found enough members to use Family of Services (FOS) and provide feedback. Members were encouraged to use FOS as staff require more feedback for analysis.

The ACAT Chair highlighted how late buses can disrupt connections, leaving Wheel-Trans users stranded with few accessible alternatives and significantly longer travel times under FOS compared to door-to-door trips. Dean Milton, Manager of Strategic Initiatives, responded that FOS is intended to provide equitable travel times comparable to fixed-route users and is based on individualized eligibility assessments, not arbitrary decisions. He emphasized that feedback about connections and delays was critical, as

dispatch is meant to adjust trips in real time, including reverting to door-to-door service when conventional transit delays occur, but noted the system still needs more usage to be refined and depends on feedback.

A member asked if specific needs could be programmed in and Dean Milton confirmed it could be.

A member asked if the electric vehicles would consider the 13-hour shifts that are being done now, as the battery might not last that long. Cameron Penman noted that was an issue they were considering and have started reducing some 13-hour shifts to 10-hours.

A member recommended communication to customers explaining FOS and what could and could not be done to encourage people to at least try using conventional transit for part or all of their trip. Cameron Penman would take this back.

A member noted that FOS could be very specific to the individual's needs, and suggested focus groups to find specific barriers to using it. Cameron Penman noted this has been ongoing since 2017 and they get great information from them.

11. Indigenous Reconciliation Action Strategy Introduction

Jessica Dewit, Indigenous Liaison, gave a presentation on this initiative outlining the TTC's development of a Reconciliation Action Strategy grounded in Indigenous presence in Toronto and aligned with the TTC Corporate Plan and the City of Toronto's Reconciliation Action Plan. Through extensive internal and community engagement, including Indigenous community surveys, key accessibility concerns and guiding principles were identified to inform the Strategy. The Strategy is organized around three pathways: Revealing Truths, Inclusion and Belonging, and Building Relationships, each with concrete actions. She concluded by inviting ACAT to play an active role in advancing accountability, accessibility, and Indigenous partnership.

Questions and Comments

A few members commented that all of the barriers highlighted were the same ones that ACAT addressed in the normal scope of the Committee.

The ACAT Chair asked if there are any members of Indigenous communities who could attend a future ACAT meeting and stated that specific topics could be sent to individual ACAT subcommittees for further discussion.

A member suggested that ACAT could help guide the process by intentionally including Indigenous members with disabilities and acting as a thought partner in identifying targeted interventions for different equity concerns. They asked how ACAT could support solutions by understanding specific accessibility gaps, such as what made the powwow inaccessible and where ACAT could help mitigate those issues.

The ACAT Chair suggested that similar to how TTC extends service boundaries for major accessibility events, temporary service extensions could be considered for powwows held outside standard service areas. She emphasized that identifying specific accessibility barriers would allow ACAT to refer concrete issues to the appropriate subcommittees for action.

A Vice-Chair noted that ACAT already reaches out to the Indigenous community as part of ACAT recruitment to provide their perspective.

A Vice-Chair also noted that in the past the TTC arranged out of region events, coordinating with the surrounding regions to facilitate trips.

A member noted that having more art that is representative of Indigenous communities, seniors and people with disabilities would be a good way for the TTC to play a role in supporting those communities.

12. Elevator/Escalator Dashboard Redesign

Chetah Sutrisno, Systems Analyst, gave a presentation on the redesign of the elevator/escalator dashboard on ttc.ca. The current TTC system lists affected stations separately for planned and unplanned elevator or escalator outages, with accessible alternatives embedded on each station page. The future dashboard will consolidate all information in one place, showing outage details, causes, estimated end dates, accessible alternatives, and whether stations remain accessible. A staging screenshot demonstrated this design, organizing stations by line with icons for accessibility status and expandable sections for detailed outage and alternative information, though the data shown was hypothetical.

Questions and Comments

The ACAT Chair asked if a customer could set a favourite station. Chetah Sutrisno noted the dashboard itself can be added as a favourite via its URL for quick access. Making a specific station or line a favourite is challenging because if there is no active outage at that location, there would be no page to link to when using the favourite. They would take that back to see if that can be done.

The ACAT Chair asked if a customer could receive proactive alerts because customers with disabilities have fewer options and have to plan the trip prior to leaving the location. Would it be possible to sign up for alerts? Chetah Sutrisno confirmed that is available now as a feature.

The ACAT Chair asked if the dashboard could be accessed through the app. Chetah Sutrisno stated this is not currently possible. The ACAT Chair noted the difficulty when you are visually impaired to go from app to app.

The ACAT Chair asked if these notifications are provided in “real-time”. Chetah Sutrisno noted there are two ways, planned and unplanned. Unplanned are normally reported to Transit Control and when reported and confirmed will go in the dashboard in real-time. The planned will be handled by scheduling for the elevating devices. A third way would be signals that make a noise, but this would be taken back.

The ACAT Chair clarified that unplanned outages depend on a person taking the time to alert someone in the station, who has to confirm and report to Transit Control. They also asked if the TTC has done any studies or tracked information about how long that process would take. Chetah Sutrisno will take this back and update the Committee.

A member commented that during bus recertification, the biggest comment from operators is they need real-time information about unplanned elevator and escalator outages so they can notify customers. They wondered if it also went to drivers. Chetah Sutrisno confirmed the information comes from Transit Control, so they already have that information.

A member asked about the information on the dashboard how the information is relatable, for instance small stations having one elevator/escalator out is more impactful than one at a larger station. Chetah Sutrisno noted that there would be an indicator next to the station name that will confirm if it remains accessible but only track the elevators for that.

A Vice-Chair noted that people need to know if there is only one elevator or escalator in a station and it should be readable by screen readers. Chetah Sutrisno noted TTC staff considered this information when designing the system and it was decided the information was not critical. This information could be added.

A Vice-Chair asked setting a shortcut page on the TTC website would take customers right there if the page was opened. Chetah Sutrisno confirmed using a shortcut would work.

A member noted that a station should not automatically be considered inaccessible due to an escalator outage or a single elevator being out of service. It emphasizes the distinction between critical and non-critical elevators, noting that in some cases customers can use alternative routes within the system. Chetah Sutrisno agreed to revisit and refine accessibility designations based on this distinction.

The ACAT Chair thanked Chetah Sutrisno for the information and reminded his team how important that information was to customers with disabilities.

13. Announcement of 2026 Subcommittee membership

The list of the Subcommittee membership for 2026 was provided to all members.

14. Outstanding Items

a. Sam Savona Dedication

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

15. Deputation

Nil.

16. Review of Correspondence

a. Wheel-Trans email reminders

This item was assigned to Wheel-Trans Operations Subcommittee.

17. 2026 ACAT Meeting Dates

The ACAT members were provided a list of the upcoming 2026 ACAT meeting dates.

18. Other/New Business

a. Directors and Officers Liability Insurance

Members were reminded to fill out this insurance if it was not already done.

19. New LRT Lines Discussion – In Camera

This discussion was restricted to ACAT members and TTC staff as it contains confidential information. The in-camera session was held from approximately 3:15 p.m. to approximately 3:30 p.m.

Motion to move to in-camera session: Paul Cross

Seconded: Lauri Sue Robertson

Carried.

Motion to move out of in-camera session: Lauri Sue Robertson

Seconded: Paul Cross

Carried.

20. Next Meeting

Next ACAT General Meeting: Thursday, February 26, 2026 at 1 p.m.

21. Adjournment

Meeting adjourned at 3:34 p.m. on a motion by Lauri Sue Robertson.

Cindy Edwards
Recording Secretary

TORONTO TRANSIT COMMISSION
COMMITTEE MINUTES

Minutes of Meeting: Advisory Committee on Accessible Transit General Meeting
Meeting No. 429

Meeting Date: Thursday, February 26, 2026

Meeting Time: 1:00 p.m. to 3:30 p.m.

Location: Hybrid meeting via Microsoft Teams
1900 Yonge Street
7th Floor Boardroom

Present: Sophie Petrillo, ACAT Chair
Paul Cross, ACAT Vice-Chair
Debbie Gillespie, ACAT Vice-Chair
Tammy Adams
Lori Bailey
Yasmine Gray
Azim Lila
Gerald Mak
Paul Manna
Angela Marley
Karen Mootoo
Craig Nicol
Lauri Sue Robertson
Chau Sheung Wong

Regrets: Nathaniel Tok

Pool Members: Amber Lavitt
Corina McCoy

Deputant: Adam Cohoon

TTC Representatives: John Montagnese, Interim Chief Financial Officer
Pamela Watson, Acting Head of Wheel-Trans
John Boucher, Manager, Lakeshore Garage, Wheel-Trans
Natalie Francis, Manager, Planning and Policy, Wheel-Trans
David LoPresti, Manager, Contracted Taxi Services, Wheel-Trans
Dean Milton, Manager of Strategic Initiatives, Wheel-Trans

Levenson Lincoln, Assistant Manager, Wheel-Trans
Customer Service
Sneha Madhuri, Communications Advisor, Corporate
Communications
Jeff Short, Senior Planner – System Accessibility, Strategy &
Foresight
Stephan Boston, Chief Instructor, Operations Training Centre
Warren Rupnarain, Accessibility Liaison, Access, Equity &
Inclusion
Kisha Powell, Senior Customer Communications Specialist,
Marketing & Customer Experience
Ross Visconti, Program Manager, Wheel-Trans
Omar Jabbar, Program Manager - Transformation Program,
Wheel-Trans
Adrienne Isaac, Administrative Assistant, Wheel-Trans
Chrisanne Finnerty, Director, Commission Services
Matthew Do Couto, Manager, Elevating Devices
Seyed Tabaei, Divisional Manager, Wheel-Trans
Curtis Batuszkin, Senior Planner, Transit Stops, Operations
Planning
Elizabeth Hoare, Divisional Manager, Bus Transportation
Michael Pimentel, Coordinator, Wheel-Trans Contracted Services
Ike Onuoha, Program Manager, Vehicle Programs
Andrea Mikkila, Transit Planner, Service Planning and Scheduling
Aaron Shantz, Senior Planner, Transit Service, Service Planning
and Scheduling

Items Discussed:

1. Call to Order
2. Safety Moment/Attendance
3. Land Acknowledgement
4. Declaration of Conflict of Interest
5. Approval of Agenda
 - a. Item 8 moved to item 6.
6. Remarks from TTC Executive
7. Review and Approval of Minutes
 - a. January 29, 2026
8. Remarks from ACAT Chair
9. Wheel-Trans Transformation Update
10. Outstanding Items
11. Deputation:
 - a. Wheel-Trans vehicle number visibility – Adam Cohoon
12. Review of Correspondence
 - a. Finch West and Kiskadee Drive bus stop removal
 - b. Station diagrams on TTC website
13. Subcommittee Reports, Highlights and Updates
 - Communications
 - Design Review
 - Strategy and Planning
 - Wheel-Trans Operations
14. Other/New Business
 - a. FIFA World Cup service impacts – Levenson Lincoln, Assistant Manager,
Wheel-Trans Customer Service
15. Next Meeting – March 26, 2026
16. Adjournment

1. Call to Order

Sophie Petrillo, ACAT Chair, called the meeting to order at 1:03 p.m..

2. Safety Moment/Attendance

Levenson Lincoln gave a safety briefing for attendees and attendance was taken.

3. Land Acknowledgement

Debbie Gillespie, ACAT Vice-Chair, read the Land Acknowledgement.

4. Declaration of Conflict of Interest

Nil.

5. Approval of Agenda

Item 8 Remarks from TTC Executive was moved to Item 6. Motion to approve the agenda as presented: Lauri Sue Robertson

Seconded: Angela Marley

Carried: Agenda approved.

6. Remarks from TTC Executive

John Montagnese, Interim Chief Financial Officer (CFO), thanked ACAT for its vital role in ensuring accessibility is embedded in TTC planning, investment, and service delivery, emphasizing that accessibility must be considered from the outset rather than as an afterthought. As interim CFO, they highlighted those financial decisions, including capital investments, operating programs like Wheel-Trans, and technology upgrades, are guided by long-term value, sustainability, and reducing barriers for people with disabilities and seniors. They noted that ACAT's lived-experience advice strengthens governance and helps ensure service predictability, communication, and physical accessibility impacts are reflected in budgeting decisions. For 2026, they outlined key commitments, including an \$18.2 million increase to support growing Wheel-Trans demand, a third consecutive fare freeze to maintain affordability, continued funding for the Easier Access Program, and ongoing investments in accessible vehicles and infrastructure.

Questions and Comments

An ACAT Vice-Chair asked about funding for the future Line 2 trains. John Montagnese confirmed they were fully funded by all three levels of government.

A member asked the speaker to expand on the term trade-offs. John Montagnese explained that sometimes TTC is forced to trade off one thing to get another or delay a project due to limited funds.

7. Review and Approval of January 29, 2026 Minutes

Motion to approve the Minutes of January 26, 2026 as amended: Craig Nicol

Seconded: Debbie Gillespie

Carried: Minutes approved.

8. Remarks from the ACAT Chair

Sophie Petrillo, 2026 ACAT Chair, welcomed members, noted that all subcommittees are up and running for the year, and shared that their first update to the TTC Board was positively received. They highlighted the 2025 transportation-focused report from Canada's Chief Accessibility Officer, created under the Accessible Canada Act, and emphasized that accessible transportation is essential for inclusion in employment, education, and community life. The report stressed that persistent barriers make travel complex for people with disabilities and called for standardization, accountability, better data tracking, co-design with people with disabilities, and more seamless multi-modal journeys across jurisdictions. The ACAT Chair connected those themes to ACAT's work, highlighting the importance of predictability, staff training, real-time information, and to treat accessibility as a core quality standard rather than an accommodation. They concluded by reinforcing that accessible transit is essential infrastructure, noting that 27% of Canadians identify as having a disability, and encouraged members to review and reflect on the report. It was also noted that David Lo Presti, Contracted Taxi Services, met with the creator and he and his team provided information, along with Municipal Licensing Services (MLS).

9. Wheel-Trans Transformation Update

Dean Milton, Manager of Strategic Initiatives, provided an update about the progress on Wheel-Trans transformation initiatives, including selecting vendors for a new automatic vehicle location (AVL) system and an interactive voice response (IVR) system, with the AVL contract expected to go to the TTC Board in April 2026 and the IVR announcement pending final approvals. Testing has been completed for the next phase of the reservations, scheduling, and dispatch upgrade, onboarding of the sedan fleet to the "Where's My Ride" feature is underway, and the re-registration campaign is progressing, with most legacy customers expected to be completed by 2026 year-end. One Access Hub is being temporarily relocated due to construction related to the Line 5 Eglinton Crosstown LRT western extension. The new Wheel-Trans facility at 780 Kipling Ave remains on track for a September 2026 launch. Travel training remains strong, with 661 sessions completed in 2025 leading to increased customer use of the conventional system, and approximately 1,200 Family of Services multimodal trips scheduled, with 78 completed so far this year.

Questions and Comments

A member asked when or if the in-station bus boarding locations at Kennedy Station would return. Jeff Short, Senior Accessibility Planner, noted that there is work in the building for the Scarborough Subway Extension (SSE) but there is no timeline on when the bus stops would return.

A member asked about the status of a December 2024 motion concerning whether Wheel-Trans Family of Services trips are being used disproportionately in lower-income areas and whether ACAT would review the report before it goes to the TTC Board. Dean Milton confirmed that consultations, surveys, and detailed data analysis have been completed, a draft report is underway, and it is targeted for an upcoming Board meeting, though it is unclear if ACAT will see it beforehand. It was clarified that the report focuses primarily on equity and usage patterns (DEI) rather than accessibility design, and members suggested the report should clearly state that distinction and whether ACAT contributed to its development.

Josh Colle, Chief Strategy and Customer Experience Officer, noted TTC staff would take that back as an action item to determine in what timeline the report could get back to ACAT.

A member asked for clarification on the facility at 780 Kipling and Dean Milton confirmed it was a west end Wheel-Trans terminal making it more efficient to provide service to customers living in the west end of the city, especially in the early mornings.

A member heard a news report that Beck Taxi would be retiring a large number of their Accessible Taxi fleet and wondered if that would affect their work for the TTC. David Lo Presti noted it would not affect the vehicles under contract to the TTC.

A member asked if the sedan “Where’s My Ride” update would be done on a company-by-company basis and David Lo Presti confirmed that was the method that was being used.

10. Outstanding Items

a. Sam Savona Dedication

For Review in Q2 2026.

11. Deputation

a. Wheel-Trans vehicle number visibility – Adam Cohoon

Adam Cohoon presented a five-minute deputation to ACAT. Their concern was the Wheel-Trans vehicle identification numbers inside shorter ProMaster and Sprinter buses are not visible to passengers, particularly those with visual impairments, as the numbers are only

clearly displayed near the driver. The speaker noted that some drivers are reluctant to provide the vehicle number when asked and Adam requested that the numbers be displayed in a larger, more visible font within the passenger area. They asked ACAT to consider supporting improvements to make vehicle identification more accessible for riders. Levenson Lincoln noted that if a customer has their travel information, Wheel-Trans Customer Service can provide that information to the customer. Adam Cohoon noted there are sometimes reasons a customer wants to know and it should be available without asking for help.

Questions and Comments

A member noted they had the same concerns as in the past the numbers were clearly displayed near the front and easy to spot. Perhaps Wheel-Trans staff could take that back for future vehicles.

Adam Cohoon also suggested adding the information to the “Where’s My Ride” feature.

This item was assigned to the Wheel-Trans Operations Subcommittee (WTOS) for investigation and discussion and they would report back at a future ACAT General Meeting.

A member also noted that different vehicles have a different location for the numbers, so the information might be sent to the Communications Subcommittee for that part.

12. Incoming Correspondence

a. Finch West and Kiskadee Drive bus stop removal

Correspondence to ACAT raised concerns that with the transition to Line 6 Finch West Light Rail Transit (LRT), wider stop spacing compared to former curbside bus service has increased walking distances to access conventional transit. Curtis Batuszkin, Senior Planner, Transit Stops, explained that under the TTC Service Standards, stop spacing typically ranges from 300 to 400 metres for local buses and increases with higher-order transit modes such as LRT, subways, and regional rail to balance access with speed and reliability. Because the previous bus route was replaced by LRT, adding a new stop would involve broader service planning considerations for a new bus route to overlap this section of the LRT and may not be feasible at this stage.

Questions and Comments

A member concern was raised that the Aga Khan Park & Museum stop on Line 5 Eglinton Crosstown LRT appears poorly connected, with no obvious sidewalks or safe pedestrian access, making it difficult to reach the museum without an impractical or unsafe walk. It was clarified that station naming decisions were made by Metrolinx through a public consultation process and are often based on nearby landmarks or neighbourhoods, even if direct access is limited. Members noted that connections may be available via the route

100 bus at Don Valley Station and a pedestrian path linking to the north side of Eglinton, which could help mitigate access challenges.

Levenson Lincoln confirmed that Wheel-Trans Customer Service staff has replied back to this correspondence by contacting the customer and offering door-to-door service if required but have not heard back.

b. Station diagrams on the TTC website

This was a compliment on the 2-D and 3-D station maps (like mall maps) at the new Line 5 and Line 6 stations.

Questions and Comments

Kisha Powell, Senior Customer Communications Specialist, Marketing & Customer Experience, noted there was an upcoming internal TTC meeting to discuss the feasibility of implementing these. Kisha Powell would report back to the ACAT Communications Subcommittee.

It was suggested at a Subcommittee meeting that the TTC could also consider creating these types of maps for the interchange stations.

A member had suggested that the maps could come with a link or QR code to take them straight to the station descriptions on the website.

13. Subcommittee Reports, Highlights and Updates

Communications Subcommittee (CS)

Angela Marley was elected CS Chair and she reported on the CS meeting held on February 5, 2026. Jeff Short, Senior Planner, System Accessibility, served as a temporary CS Liaison and outlined the Roles and Responsibilities of CS, the work done by ACAT subcommittees in 2025, and conducted the election of CS Chair. Kisha Powell, Senior Communications Specialist, gave an update on the service changes that start on February 8, 2026 with the opening of Line 5 Eglinton LRT service. Adjustments were made to approximately 20 bus routes that interchange with Line 5. During the planning of these routes (existing and new), ACAT reviewed the proposed changes.

Sneha Madhuri, Communications Advisor, Corporate Communications, updated members on Wheel-Trans communications: providing Line 5 information for customers and staff, preparing the Spring 2026 edition of the Wheel-Trans Access newsletter, and updating the WT Customer Handbook and WT Travel Training Handbook with Lines 5 and 6 LRT information. Members were encouraged to provide feedback when communication materials are sent for CS review.

CS Meeting Highlights:

- Angela Marley elected 2026 CS Chair.
- Update of Line 5 Eglinton LRT opening and subsequent bus route changes.
- Members' concerns re: Line 5 signage, wayfinding maps of stations and wayfinding in interchange stations.

The next meeting is scheduled for March 5, 2026.

Questions and Comments

Nil.

Design Review Subcommittee (DRS)

Craig Nicol, DRS Chair, provided a summary of the meeting held on Tuesday, February 10, 2026.

Craig Nicol was elected to be the DRS Chair for 2026. The Waterfront East LRT project is a joint initiative between Waterfront Toronto, the City of Toronto, and the TTC to improve transit access in the eastern waterfront through dedicated streetcar routes and shared bus–streetcar platforms.

There was a presentation about stanchion and hand hold strap colour contrast in vehicles, based on feedback from the 2025 Public Forum on Accessible Transit. Members recommended that straps be yellow to optimize colour contrast.

Under Other Business, there was discussion about ACAT feedback on Line 5 accessibility, including topics such as audible announcements.

DRS Meeting Highlights:

- Accessibility concerns regarding the Waterfront East LRT.
- Stanchion and hand hold strap colour contrast
- Feedback regarding the new Line 5 opening.

The next meeting is scheduled for March 10, 2026.

Questions and Comments

Nil.

Strategy and Planning Subcommittee (SPS)

Lauri Sue Robertson, SPS Chair, provided a summary of the SPS meeting held on February 17, 2026.

Lauri Sue Robertson was elected to be the SPS Chair for 2026. A Metrolinx contractor

presented the planned relocation of the Wheel-Trans Yonge-Steeles Access Hub due to construction for the Yonge North Subway Extension (YNSE). Construction would require diverting Yonge Street, relocating bus stops and this Access Hub, and implementing interim accessible facilities to maintain continuous service. The project team confirmed that accessibility considerations, including wayfinding, designated pickup/drop-off locations, and coordination with Wheel-Trans, would be addressed, with permanent accessible infrastructure restored after construction. Outstanding items were discussed, moving some of the future items forward.

SPS Meeting Highlights:

- Lauri Sue Robertson was elected as SPS Chair for 2026.
- Yonge Street diversion due to construction of the YNSE.

The next meeting is scheduled for March 17, 2026.

Questions and Comments

A member asked for clarification on what was being communicated in the last part of the report regarding the changes of the Access Hubs. This was clarified as something that is being put in the future items so it doesn't get lost.

Wheel-Trans Operations Subcommittee (WTOS)

Leveson Lincoln provided a summary of the WTOS meeting held on February 11, 2026.

The WTOS Chair election was deferred to the next meeting. Ross Visconti, Project Manager, outlined the 10-year Wheel-Trans Transformation Program to improve accessibility and service integration through modernized systems, Artificial Intelligence (AI)-driven tracking, and the expanded Family of Services. Subcommittee members raised issues with app and website functionality, complaint trends, and service coordination, including planning for events like the International Federation of Association Football (FIFA) World Cup, which are being addressed through system upgrades and vendor enhancements. Ross Visconti and Levenson Lincoln committed to clearer timelines, greater transparency on complaints and improvements, and ongoing engagement with subcommittee feedback.

WTOS Meeting Highlights:

- Wheel-Trans modernization focuses on system integration, automation, and improved customer experience.
- Subcommittee concerns include app/web functionality, accurate arrival times, complaint resolution, and transparent tracking of system improvements.
- Planning and coordination efforts are underway to maintain service continuity during major events (e.g., FIFA) and ensure accessibility for all users.

The next WTOS meeting is scheduled for March 11, 2026.

Questions and Comments

A member discussed operational efficiency with a focus on AI and proposed having a presentation to the Subcommittee outlining the TTC's AI strategy, including its alignment with the transformation program. The presentation would enable ACAT members to ask questions about governance, controls, and potential inherent biases, especially given AI's rapid evolution. It was emphasized that the discussion should be framed specifically through an accessibility lens, focusing on how AI impacts Wheel-Trans and conventional transit users.

A member asked to clarify if the member was talking about how Wheel-Trans does the scheduling and all those tasks using AI.

A member clarified that AI could be addressed through two presentations: one focused specifically on Wheel-Trans operations (such as IVR, reservations, and dispatch), and another broader overview centered on accessibility implications. They emphasized the importance of examining inherent biases, training models, user experience, and whether accessibility and the voices of people with disabilities are built into AI design.

The ACAT Chair noted that given that AI is still evolving, it was suggested that updates be delivered in manageable phases, focusing first on immediate applications while acknowledging that the broader roadmap is still developing.

14. Other/New Business

a. FIFA Service Impacts – Levenson Lincoln, Assistant Manager, Wheel-Trans Customer Service

The ACAT Chair asked for the item to be added with any updates on service to come from the TTC as they happen. An update is expected at the next ACAT General Meeting.

b. Station Descriptions

A member noted that significant work had gone into the Line 5 and 6 station descriptions, but they are currently not accessible in a usable way for screen reader users and are inconsistent with Lines 1, 2, and 4. Limited collaboration, lack of beta access, and staffing changes affected accessibility, so members are encouraged to review the station pages and wayfinding information and provide feedback.

Kisha Powell noted that any changes could be forwarded to her office if it related to communications and it will be dealt with directly.

c. Pre-programmed message options for Operators

A member noted that during a recent operator recertification session for bus operators, they suggested adding a preprogrammed message on the dispatch screen to indicate

when a customer using a mobility device is on board, so dispatch understands that additional time may be needed and avoids marking the vehicle as excessively late. An example was shared where a driver contacted dispatch to prevent a short turn because a passenger with accessibility needs was close to their stop, showing how improved communication can better support riders. Elizabeth Hoare, Divisional Manager, Bus Transportation, confirmed they would take this suggestion back.

d. Wheel-Trans files going to Taxi/Sedan Services to improve service

A member raised concerns that dispatch at Checker Cab might not be providing operators with complete Wheel-Trans customer information, limiting their ability to make informed pickup decisions. Specifically, there were questions about whether details such as mobility aids or guide dogs were consistently shared. It was clarified by Levenson Lincoln that assistive device information should already be provided, but there may be a disconnect in how it appears in the system. Follow-up with David Lo Presti was requested to confirm whether any information gaps exist.

15. Next Meeting

Next ACAT General Meeting: Thursday, March 26, 2026 at 1 p.m.

16. Adjournment

Meeting adjourned at 3:28 p.m. on a motion by Lauri Sue Robertson.

Cindy Edwards
Recording Secretary