



Advisory Committee on Accessible Transit

May 22, 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 meeting of March 26, 2026 to the June 2026 Board Meeting for information. At the March meeting, ACAT members received information about the TTC's plans to support accessibility during the FIFA World Cup. The Committee emphasized the importance of clear communication to customers with respect to plans, drop off and pick up locations for Wheel-Trans customers. The Committee also discussed the importance of training with respect to escorting people with accessibility needs.

The following is a summary of the main topics discussed at the March ACAT Subcommittee Meetings:

Communications Subcommittee

- TTC website improvements made to station pages for improved screenreader compatibility.
- Line 5 and Line 6 station descriptions timeline for completion.
- Wheel-Trans legacy customer re-registration and customer handbooks updates.

Strategy and Planning Subcommittee

- Scarborough Busway plans to provide an improved and more direct transit link along the former Line 3 Scarborough corridor. The Subcommittee highlighted uncertainty around bus bay assignments during construction and emphasized the need for clear communication and plans to refine service and accessibility.

Wheel-Trans Operations Subcommittee

- Wheel-Trans booking procedures and possible improvements with respect to online booking options.
- Wheel-Trans stops at Scotiabank Arena and improving pickup areas at Rogers Centre.
- Accessibility concerns related to traffic restrictions and transit planning during the FIFA World Cup.

There was no Design Review Subcommittee meeting in March 2026.

Thank you.

Sincerely,

Sophie Petrillo
2026 ACAT Chair

Encl. March 26, 2026 ACAT General Minutes

TORONTO TRANSIT COMMISSION
COMMITTEE MINUTES

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

Meeting Date: Thursday, March 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
Debbie Gillespie, ACAT Vice-Chair
Tammy Adams
Lori Bailey
Yasmine Gray
Gerald Mak
Paul Manna
Karen Mootoo
Craig Nicol
Lauri Sue Robertson
Chau Sheung Wong

Regrets: Paul Cross, ACAT Vice-Chair
Azim Lila
Angela Marley
Nathaniel Tok

Pool Members: Amber Lavitt
Corina McCoy

TTC Representatives: Shakira Naraine, Chief People and Culture 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, Acting Manager, Customer Policy and Planning
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
Adrienne Isaac, Administrative Assistant, Wheel-Trans
Matthew Do Couto, Manager, Elevating Devices
Seyed Tabaei, Divisional Manager, Wheel-Trans
Michael Pimentel, Coordinator, Wheel-Trans Contracted Services
Sho Kalache, Project Manager, Innovation and Strategic Projects
Lisa Cocketts, Investigator, Human Rights Investigation dept.
Katerina Saint-Martin, Project Coordinator, Vehicle Procurement,
Wheel-Trans

Items Discussed:

1. Call to Order/Attendance
2. Meeting Safety Announcement
3. Land Acknowledgement
4. Declaration of Conflict of Interest
5. Approval of Agenda
6. Review and Approval of February 26, 2026 Minutes
7. Remarks from ACAT Chair
8. Remarks from TTC Executive
9. Wheel-Trans Transformation Update
10. FIFA World Cup Update – Sho Kalache, Project Manager, Innovation and Strategic Projects
11. Outstanding Items
12. Deputation: Nil
13. Incoming Correspondence: Nil
14. Subcommittee Reports, Highlights and Updates
 - Communications
 - Design Review (no meeting)
 - Strategy and Planning
 - Wheel-Trans Operations
15. Other/New Business
16. Next Meeting – April 30, 2026
17. Adjournment

1. Call to Order

Sophie Petrillo, ACAT Chair, called the meeting to order at 1:02 p.m.

2. Safety Moment/Attendance

Jeff Short gave a safety briefing for attendees and attendance was taken.

3. Land Acknowledgement

Lauri Sue Robertson 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 February 26, 2026 Minutes

Motion to approve the Minutes of February 26, 2026 as amended: Debbie Gillespie

Seconded: Karen Mootoo

Carried: Minutes approved.

7. Remarks from ACAT Chair

The ACAT Chair commented on the progress of the ACAT year and emphasized how meaningful and necessary their work on accessibility had been, especially following a harsh winter that created significant barriers for seniors and people with disabilities. They highlighted how accessibility is influenced by many factors, such as weather, infrastructure, and resources, and commended the TTC for both its visible and behind-the-scenes efforts to improve accessible transit. They concluded by stressing the importance of allyship and collaboration, noting that real progress happens when institutions work alongside the communities they serve.

Questions and Comments

A member asked if the TTC tracks complaints regarding snow clearing at stations and stops. Levenson Lincoln, Assistant Manager, Wheel-Trans Customer Service, noted that this is tracked, and could bring that information back to the Committee.

A member noted the difficulty for those that require the audio pedestrian signal and corners when the City clears the snow, these are sometimes forgotten. As well, the pathways are often not wide enough for a guide dog, person and someone to pass.

8. Remarks from TTC Executive

Shakira Naraine, Chief People and Culture Officer, briefly shared updates, highlighting the March 17, 2026 Transit Worker Appreciation Day and appreciation for both TTC employees and riders. They emphasized the importance of user feedback in improving the system and described the “One TTC” approach under new leadership, that aimed to provide a seamless and unified transit experience for all users. The TTC was also preparing for the upcoming FIFA World Cup activities while maintaining regular operations and striving to be world-class hosts.

Questions and Comments

Nil.

9. Wheel-Trans Transformation Update

Pamela Watson, Acting Head of Wheel-Trans, provided an update about the progress on Wheel-Trans transformation initiatives, noting that vendors had been selected for both the AVL and IVR systems, with contract approvals and finalization steps underway. They reported that testing for reservation scheduling and dispatch upgrades had been completed, with implementation planned in the coming weeks, and that efforts had shifted toward onboarding the sedan fleet into the “Where’s My Ride” system. Progress was also made in customer re-registration and travel training, with new videos completed, numerous training sessions delivered, and increased use of family of services trips. Finally, the organization was in the final review stage before receiving new electric buses and piloting small electric vehicles, with deliveries expected later in 2026.

Questions and Comments

A member asked if the requirements were identified for the AVL system. Pamela Watson confirmed the Request for Proposal was already released. Ross Visconti, Program Manager, Wheel-Trans, welcomed feedback from the Committee for any additional features.

A member noted the Wheel-Trans Travel Training promotional videos did not have a descriptive video. Sneha Madhuri noted that and would take that back for inclusion.

10. FIFA World Cup Update

Sho Kalache, Project Manager, Innovation and Strategic Projects, outlined the plan to prepare for the FIFA World Cup in Toronto, emphasizing the goal of providing a smooth, reliable, and accessible experience for both visitors and daily riders. Increased and

targeted transit services, including accessible routes and shuttles, will support travel to key venues such as Toronto Stadium (BMO Field) and the Fan Festival (Fort York/The Bentway) sites. Accessibility and customer experience measures will include a dedicated Fleet Street Hub, Wheel-Trans services with priority access, and accommodations for residents affected by route changes. While temporary service disruptions and route adjustments will occur on match days, the TTC is communicating updates and implementing strategies to maintain safety, efficiency, and accessibility.

Questions and Comments

A member asked the location of the Fleet Street hub. Sho Kalache noted the Fleet Street Hub is located on Fleet Street between Strachan Avenue and Fort York Boulevard, where an entire block will be converted into a platform to load or offload multiple streetcars simultaneously. The westbound stop will be expanded, the eastbound stop relocated, and a queue management system will use the nearby Green P parking lot for crowd control.

A member asked about the staff that would be escorting people to the stadium from the Fleet Street hub. Volunteers would be escorting people from the parking lot within the exhibition grounds. Pre-booked Wheel-Trans trips would go closer to the stadium and be the only ones allowed in that area.

A member asked the approximate distance to the stadium for people who travel. Sho Kalache noted the Wheel-Trans trips are within the limit of 200 metres, and would take that question back for the conventional system and report back with the answer.

The ACAT Chair asked for clarification about conventional transit stops near Toronto Stadium. Sho Kalache noted the Fleet Street Hub would serve as the main offloading point for the general public, and customers with accessibility needs will stay on the vehicle until the Exhibition Loop, which is closer to the venue.

The ACAT Chair asked how the determination would be made on the spot for customers who stay on the vehicle to the Exhibition Loop. Sho Kalache noted it will be based on self-identification and would not be enforced by the TTC. On a related note, TTC staff will not be checking if customers have FIFA event tickets.

Members recommended that proper communication be given to the general public regarding the difference in pick up and drop off areas for Wheel-Trans versus the conventional system. TTC staff confirmed this would be well communicated in advance.

The ACAT Chair asked if consideration had been given to providing Wheel-Trans shuttles, and TTC staff confirmed it was discussed but logistically would be too difficult. The ACAT Chair also noted that this communication is important for those customers taking Family of Services (FOS) trips as well.

A member asked that the TTC make sure that the information regarding FOS trips and anything else that relates to accessibility, be provided early. They also asked about real

time communication among staff, and how that would be handled. Sho Kalache confirmed that the stakeholders would all be in a command centre room so they could communicate with each other and solve issues as they arise.

A member asked if the volunteers escorting Wheel-Trans customers would be properly trained in how to escort people with accessibility needs, including sighted guide techniques. Sho Kalache confirmed that they would check with their liaison at the City to confirm that the volunteers would be properly trained.

A member asked if there would be enough operators scheduled, as there would likely be more door-to-door services scheduled than usual. TTC staff confirmed this would be considered.

A member asked what would happen if a booked Wheel-Trans trip had to be extended because the game was delayed or went into overtime. Levenson Lincoln explained Wheel-Trans waits, the same thing happened with the Blue Jays games in 2025. Sho Kalache explained only game six might have overtime as it is after the group stage.

A member asked if the City would be providing priority lanes for TTC vehicles. Sho Kalache confirmed there would be priority lanes along the Bathurst and Dufferin corridors..

A member asked if visitors who required Wheel-Trans service would have access to the information ahead of time to register and book rides. Levenson Lincoln explained that the Wheel-Trans site had been updated, providing a process for visitors requiring transit service, including same-day setup if needed or up to seven days in advance. The Wheel-Trans page for temporary access was updated, and a dedicated World Cup landing page was created and linked in the FIFA fan app to guide visitors on how to access Wheel-Trans service.

Members suggested that the Communications team ensure that the availability of the Wheel-Trans service for visitors be communicated better as this is a service that is available at all times on the TTC.

11. Outstanding Items

a. Sam Savona Dedication

For Review in Q2 2026.

12. Deputation

Nil.

13. Incoming Correspondence

Nil.

14. Subcommittee Reports, Highlights and Updates

Communications Subcommittee (CS)

Sneha Madhuri, Communications Advisor, Corporate Communications, noted that the Subcommittee reviewed several outstanding items, including continued monitoring of Line 1 train LED indicators, updates expected in 2026 for Areas of Refuge, and confirmation of image captioning accessibility in the Wheel-Trans ACCESS newsletter after the Spring 2026 release. They also discussed accessibility improvements to TTC website station pages, where IT staff are updating headings and coding so screen readers can navigate station descriptions more easily, with most Line 5 updates completed, and Line 6 nearing completion.

The Subcommittee reviewed Wheel-Trans communications, including the upcoming Spring newsletter, plans to re-register approximately 1,700 legacy customers, and the distribution of the TTC Style Guide to support consistent and accessible language. Additional items included ongoing work on the Wheel-Trans Customer and Travel Training Handbooks, a completed Travel Trainer video series for review, and future discussion of the YNSE Yonge-Steeles Access Hub relocation.

The next meeting is scheduled for April 16, 2026.

CS Meeting Highlights:

- Wheel-Trans ACCESS newsletter review
- TTC/Metrolinx signage and maps timeline for completion.
- Wheel-Trans customer re-registration letter and timeline
- TTC/Metrolinx LRT customer facing information including the updated station descriptions.

Questions and Comments

A member noted an issue they had brought up regarding an announcement on the Line 1 train. If a customer gets off at Spadina Station and wants to transfer to the Bloor line, it was not mentioned that Spadina Station is not accessible. They wanted to know if the announcement had been updated. Jeff Short noted automated announcement updates are made in batches due to the expense to make announcement changes.

The ACAT Chair suggested there should be an interim process put in place. Another member suggested having the operator make the announcement about Spadina Station not having an elevator. Jeff Short noted that the station is expected to be accessible before the end of the year but they would take this back and see if interim measures could be taken.

Design Review Subcommittee (DRS)

No meeting held in March 2026. The next DRS meeting is scheduled for April 14, 2026.

Strategy and Planning Subcommittee (SPS)

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

Gary Papas and Aaron Shantz presented plans for the Scarborough Busway, which will convert the southern portion of the former Line 3 Scarborough RT corridor into a dedicated bus roadway between Kennedy Station and Scarborough Centre Station until the Scarborough Subway Extension opens in the 2030s. The busway, expected to open in late-September 2026, will reduce travel times and improve reliability, with upgraded stations, accessible stops, and adjusted bus operations based on current demand. Accessibility improvements include new loading zones, curb cuts, and signalized crossings, though concerns remain about wayfinding, shelter capacity at Kennedy Station, and some stop designs. Additional discussions highlighted ongoing uncertainty around bus bay assignments during construction, the need for clearer communication, and plans to refine service and accessibility through future consultation.

SPS Meeting Highlights:

- The Scarborough Busway will provide a faster, more direct transit link along the former Line 3 corridor later in 2026.
- Accessibility upgrades are planned, but gaps and design concerns still need to be addressed.
- Final routing, service levels, and station operations will be refined through ongoing review and public input.

Questions and Comments

A member noted their dissatisfaction with the changes to accessibility at the Line 5 Don Valley Station bus loop caused by Ontario Line construction, noting that the solution provided prioritized convenience for the project rather than customers. TTC staff indicated they would continue seeking an alternative solution from Ontario Line. Lauri Sue Robertson agreed, noting that Gary Papas would bring that back and report back to the Subcommittee.

The next meeting is scheduled for April 21, 2026.

Wheel-Trans Operations Subcommittee (WTOS)

Gerald Mak, WTOS Chair, provided a summary of the WTOS meeting held on March 11, 2026.

Gerald Mak was elected as the WTOS Chair for 2026. Levenson Lincoln clarified the

Wheel-Trans reservation process, noting that trip information can be updated by staff or through the Self-booking Website, and reminders were sent to ensure accurate information is given to customers. Members discussed possible improvements, including reviewing calls and exploring whether certain trip changes could be made online. Updates were provided on accessible stops, including a new Wheel-Trans location at Scotiabank Arena and discussions with Rogers Centre to improve pickup areas during games. Members also raised accessibility concerns related to traffic restrictions and transit planning during the FIFA World Cup 2026, particularly near BMO Field. Complaint data was reviewed, with the highest number of issues involving no-shows and discourtesy.

WTOS Meeting Highlights:

- Gerald Mak elected as WTOS Chair for 2026.
- Wheel-Trans clarified booking procedures and considering improvements
- Accessibility updates were provided for major venues including Scotiabank Arena.
- Planning is underway to support accessible service during the FIFA World Cup 2026.

Questions and Comments

A member asked about the stops at Scotiabank arena and if they were searchable. The ACAT Chair confirmed they were searchable but that specific arena only has one stop.

The next WTOS meeting is scheduled for April 8, 2026.

14. Other/New Business

a. Operator Training

A member noted that they had talked about ACAT members attending training for Wheel-Trans operators on how to serve customers with disabilities. Adrienne Isaac, Administrative Assistant at Wheel-Trans, noted they have had recent discussions on moving this forward and an update would be provided soon. The ACAT Chair asked for ACAT participation in Wheel-Trans Operator Recertification sessions to be added to the Outstanding Items.

b. Office Staff Training

A member noted some issues with TTC office staff using the accessible washrooms and patting service dogs and suggested reviewing the AODA training TTC staff receive and report back. This item was adding to the Outstanding Items.

c. Wheel-Trans Appeal Panel

Levenson Lincoln reminded members about volunteering for the Wheel-Trans appeal panel.

d. Travel Training

Dean Milton, Manager of Strategic Initiatives, encouraged members to participate in a Travel Training session, which would enable members to help someone from their community, similar to the Wheel-Trans Train the Trainers program.

15. Next Meeting

Next ACAT General Meeting: Thursday, April 30, 2026 at 1 p.m.

16. Adjournment

Meeting adjourned at 2:45 p.m. on a motion by Karen Mootoo.

Cindy Edwards
Recording Secretary