



Advisory Committee on Accessible Transit

July 7, 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 April 30, 2026 and May 28, 2026 to the July 2026 Board Meeting for information. At the April meeting, ACAT members received information about accessibility training TTC employees receive and changes made to elevator service shutdown protocols subsequent to an April 2026 elevator outage. The TTC's plans to support accessibility during the FIFA World Cup and initiatives for customer service enhancements to support transit navigation were also discussed as well as plans to improve signage and communication for Spadina Station to guide customers requiring accessible transfers to the appropriate stations.

At the May 28, 2026 ACAT General the Committee received an update about the TTC's Community Safety and Well-Being Plan and efforts to ensure customer safety, including piloting platform safety barriers. ACAT emphasized the need for rider protection and appropriate emergency evacuation thresholds and protocols, especially for riders who are people with disabilities and may be endangered by resulting crowds. ACAT was also advised about an accessibility concern involving a developer's request to cancel a previously agreed upon barrier-free path and tunnel to Dufferin Station.

For the TTC Board's information, ACAT passed a motion at the June 2026 ACAT General Meeting with respect to the Don Valley Station bus terminal elevator. As the approved June 2026 ACAT General minutes will not be presented to the TTC Board until late 2026, information about the motion has been included in this correspondence. The motion requests that the TTC Board agrees that the existing elevator closure of the Don Valley Station bus terminal elevator is a barrier to accessibility and further requests that the TTC Board asks Metrolinx to put the elevator into service until construction for the Ontario Line requires the elevator to be put out of service.

The following is a summary of the main topics discussed at the April and May 2026 ACAT Subcommittee Meetings:

Communications Subcommittee

April 2026

- Line 5 station events to allow customers to provide feedback. Future update to be shared and material used at the events.
- Wheel-Trans communications about FIFA-related outreach and accessibility material updates to handbooks and training videos.

May 2026

- Wayfinding initiatives in preparation for the FIFA World Cup 2026 and upcoming pilots, including NaviLens QR code navigation system and having numbered exits at stations.

Design Review Subcommittee

April 2026

- Line 5 simulation exercise accessibility feedback. Vehicle layout and wayfinding concerns were discussed.
- Ontario Line Pape Station design presentation

May 2026

- Yellow grab strap pilot for buses to improve visibility
- Efforts to reduce vertical platform gaps between station platforms and subway cars

Strategy and Planning Subcommittee

April 2026

- Accessible surface transit top design and criteria for bus stop relocation distances to improve accessibility. The Subcommittee emphasized the importance of consultation process and ensuring accessibility improvements are not negatively impacted by property-related delays.

May 2026

- Meeting summary deferred to June 2026 ACAT General.

Wheel-Trans Operations Subcommittee

April 2026

- Wheel-Trans stop relocation for Scarborough Centenary Hospital.
- Feedback from Enercare Centre event to support planning for major events like FIFA.

May 2026:

- FIFA 2026 accessibility planning overview for sites and operations.
- Photo ID proposal for Wheel-Trans customers. The Subcommittee confirmed support of this initiative that is being considered.

Sincerely,

Sophie Petrillo
2026 ACAT Chair

Encl. April 30, 2026 ACAT General Minutes
May 28, 2026 ACAT General Minutes

TORONTO TRANSIT COMMISSION
COMMITTEE MINUTES

Minutes of Meeting: Advisory Committee on Accessible Transit General Meeting
Meeting No. 431

Meeting Date: Thursday, April 30, 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
Paul Cross, ACAT Vice-Chair
Tammy Adams
Lori Bailey
Yasmine Gray
Gerald Mak
Paul Manna
Corina McCoy
Karen Mootoo
Craig Nicol
Lauri Sue Robertson
Azim Lila
Nathaniel Tok

Regrets: Chau Sheung Wong

Pool Members: Amber Lavitt

Invited Guests: Betty Rivington Law

TTC Representatives: Josh Colle, Chief Strategy and Customer Experience Officer
Pamela Watson, Acting Head of Wheel-Trans
John Boucher, Manager, Lakeshore Garage, Wheel-Trans
Natalie Francis, Manager, Planning and Policy, Wheel-Trans
Dean Milton, Manager of Strategic Initiatives, Wheel-Trans
Lodon Hassan, Manager of Customer Service, Wheel-Trans
Esther Okunowo, Human Rights Investigator

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
Michael Pimentel, Coordinator, Wheel-Trans Contracted Services
Chrisanne Finnerty, Director, Commission Services
Jeff Thurston, Manager of Communication Engineering
Kareem Madhavjee, Head of Stations Department
Matt Hagg, Acting Head, Strategy & Foresight
Edward Donato, Policy Planner, Strategy & Foresight
Isha Grewal, Customer Experience Analyst, Strategy & Foresight

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 March 26, 2026, Minutes
- 7/ Remarks from TTC Executive
- 8/ TTC Board Meeting Remarks
- 9/ ACAT Executive Quarterly Remarks from ACAT Chair
- 10/ Tribute and Memorial Resolution – Angela Marley
- 11/ Wheel-Trans Transformation Update
- 12/ Wheel-Trans Operator Recertification Sessions
- 13/ Outstanding Items
- 14/ Deputation: Nil
- 15/ Incoming Correspondence:
 - a. Subway accessibility improvements
- 16/ Subcommittee Reports, Highlights and Updates
 - Communications
 - Design Review
 - Strategy and Planning
 - Wheel-Trans Operations
- 17/ Other/New Business
 - a. April 20, 2026, elevator service suspension – Paul Cross
 - b. Dufferin Station
- 18/ Next Meeting – May 28, 2026
- 19/ Adjournment

1. Call to Order

Sophie Petrillo, ACAT Chair, called the meeting to order at 1:04 p.m.

2. Safety Moment/Attendance

Jeff Short, Acting Manager, Customer Policy and Planning, gave a safety briefing for attendees and attendance was taken.

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: Lauri Sue Robertson

Seconded: Paul Cross

Carried: Agenda approved.

6. Review and Approval of March 26, 2026 Minutes

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

Seconded: Azim Lila

Carried: Minutes approved.

7. Remarks from TTC Executive

Josh Colle, Chief Strategy and Customer Experience Officer, honoured ACAT member, Angela Marley, who passed away on April 2, 2026, expressing condolences and highlighting her impact on ACAT work. He then provided updates on preparations for the upcoming FIFA World Cup, noting it as an opportunity to improve overall transit operations and the customer experience. Several customer service enhancements were outlined, including piloting tablets for TTC station staff, introducing digital information screens at select locations, and numbering station entrances and exits to improve wayfinding. These initiatives aim to better support both local riders and visitors, while integrating transit navigation with broader journey planning tools. Josh Colle also noted that recruitment for ACAT would be opening in May 2026 and encouraged spreading the word to potential applicants.

Questions and Comments

A member asked if adding north, south, east, and west (cardinal directions) on station doors, entrances and exits had been considered and suggested including letters to improve clarity. Josh Colle explained wayfinding would include both cardinal directions and destination-based indicators such as terminus stations to accommodate different customer needs. Additional improvements would include larger area maps at station entrances to help riders better understand their surroundings and navigate beyond the station. The overall approach aims to create a more seamless journey by combining signage, maps, and partnerships with surrounding areas to guide users more effectively.

A member asked if any safety initiatives were being implemented to ensure customer safety on transit, noting concerns about a possible increase in customer harassment during the FIFA World Cup. Josh Colle responded that safety was a priority, with increased staffing of TTC fare inspectors, security personnel, and having a more visible presence of TTC staff across the system. The Safe TTC app offers discreet reporting and has been promoted and additional measures include expanding the use of surveillance cameras, and piloting new technologies and monitoring tools to identify and respond to incidents more quickly. The TTC was also working closely with police and City partners, recognizing that many safety concerns extended beyond transit and required community solutions. While multiple strategies were being implemented, Josh Colle acknowledged the issue is complex and needs further discussion and long-term planning. This item would be brought back after FIFA for a full discussion.

A member asked if station upgrades at Bathurst Station receive positive feedback, were there plans and a timeline to expand these improvements to other high-traffic locations like Union Station, airports, and Exhibition, especially with the upcoming FIFA World Cup . Josh Colle confirmed that all initiatives, such as wayfinding, tablets, and exit numbering, were intended to eventually roll out across all stations, starting with the busiest ones as priority pilots. For the FIFA World Cup, the TTC also planned significant enhancements, including increased service, additional staffing, and having hundreds of TTC Ambassadors deployed across key stations and locations. While broader rollout would depend on learnings and resources, The event would be used as an opportunity to demonstrate higher service levels and guide future expansion.

A member asked whether there could be an easier way, such as a phone app or button, to contact a Customer Service Agent, especially for low vision or blind riders who may not be able to locate Passenger Assistance Intercoms (PAI) at unfamiliar or empty stations. Josh Colle acknowledged this challenge and noted that while intercoms exist, there was a need to improve awareness and accessibility of these tools. The TTC will implement a NaviLens wayfinding app pilot at Dufferin Station, which will provide audible navigation cues as customers travel through the station. The broader goal was to shift toward more user-centered, technology-driven solutions that allow riders to access assistance directly from their devices rather than relying solely on fixed infrastructure. Josh Colle highlighted that PAIs have CCTV so customers can be seen when they are talking to Transit Control. A member asked whether wayfinding and exit naming would be consistent across FIFA host cities so visitors traveling between cities would have a familiar experience. Josh Colle explained that while permanent TTC wayfinding upgrades would follow local standards, a

distinct FIFA-branded look and feel would be used during the event and be consistent across all host cities. This branding would guide visitors seamlessly from transit systems to city routes and ultimately to event venues. Overall, the approach combines long-term improvements with temporary, globally consistent signage to support visitors during the World Cup.

8. TTC Board Meeting Remarks

Debbie Gillespie, ACAT Vice-Chair, presented the approved January 29, 2026 and February 26, 2026 ACAT General Meeting minutes to the TTC Board on April 16, 2026 on behalf of the ACAT Chair. The TTC Board was informed about the passing of ACAT member Angela Marley, highlighting Angela's leadership roles within ACAT over many years. The TTC Board acknowledged Angela Marley's contributions and extended condolences to her family, noting that several TTC Board members had worked closely with Angela Marley.

9. ACAT Executive Quarterly Remarks from the ACAT Chair

The ACAT Chair summarized the ACAT Executive Quarterly meeting held on April 7, 2026 with the TTC CEO, TTC Chair, TTC Vice-Chair, ACAT Executive, and senior TTC leadership. The discussion focused primarily on FIFA planning and PRESTO Support Person Assistance Card (SPAC) concerns. The ACAT Chair emphasized the importance of clear, proactive communication to support seniors and people with disabilities, particularly in high-impact areas near hospitals and care facilities. The group also raised ongoing concerns about delays with the PRESTO SPAC, with TTC and Metrolinx expected to provide a clearer implementation timeline at an upcoming meeting.

10. Tribute and Memorial Resolution – Angela Marley

The ACAT Chair honoured Angela Marley, a deeply respected ACAT member who passed away on April 2, 2026. The ACAT Chair highlighted Angela Marley's dedicated service of nearly two decades, including serving as ACAT Chair and as an ACAT Vice-Chair, and discussed Angela Marley's consistent presence at ACAT, her thoughtful advocacy and commitment to accessible transit for people with disabilities and seniors. Angela Marley's contributions, based on lived experience and professional knowledge, helped shape meaningful improvements such as clearer station information and better stop announcements. Beyond ACAT, she had a long career supporting people with disabilities and remained actively engaged despite personal health challenges. The ACAT Chair discussed that Angela Marley had left a strong impression, and the profound loss was felt by the community. The ACAT Chair extended condolences to Angela Marley's family who were in attendance and invited members and TTC staff to share memories, noting that Angela Marley's legacy would continue through ongoing accessibility work. Members and TTC staff spoke about similar experiences, including a past ACAT member.

A resolution was read into the minutes:

Be it resolved that the Advisory Committee on Accessible Transit deeply regrets the passing of Angela Marley, ACAT pool member, 2007, member 2008 to 2010, 2012 to 2014, 2016 to 2018, 2020 to 2022, and 2024 to 2026 who died on April 2, 2026. ACAT expresses our deep condolences to Angela Marley's family and friends. Angela's contributions to accessible transit at the TTC were appreciated. Be it further resolved that a copy of this resolution be inscribed in the minutes and sent to the family and friends of Angela Marley.

11. Wheel-Trans Transformation Update

Pamela Watson, Acting Head of Wheel-Trans, provided an update about the progress on Wheel-Trans transformation initiatives. She confirmed that vendors had been selected for both the Automatic Vehicle Location (AVL) and Interactive Vehicle Response (IVR) system upgrades, with the AVL upgrade already approved and scheduled to begin in May 2026. The IVR contract is in the final stages and is awaiting approval. Recent system enhancements were completed, including automated scheduling improvements for customers requiring assistance, integration of sedan taxi services for better tracking and "Where is My Ride" functionality, and ongoing customer re-registration efforts. Additional updates included progress on travel training resources, expanded family-of-services usage, continued rollout of electric vehicle pilots, and plans to introduce new e-sedans alongside larger e-buses.

Questions and Comments

A member asked if the pilots for the vehicles would include a preview for ACAT members. Pamela Watson agreed ACAT would be invited to preview a prototype prior to release to the public.

A member asked if the vehicles numbers would be visible in the new vehicles. Pamela Watson confirmed this was being discussed internally and also having them in the same place so people know where to look.

12. Wheel-Trans Operator Recertification Sessions

Stephan Boston, Chief Instructor, Operations Training Centre, discussed plans for ACAT members to speak at Wheel-Trans Operator Recertification sessions, with an expected start by July 2026. Stephan Boston that the training program would differ from the program used for TTC conventional bus training. An update would be provided at a future ACAT General Meeting. The presenter indicated they would provide further details once the program design was finalized and invited any questions.

Questions and Comments

A member asked where the recertification training would take place and Stephan Boston confirmed would be held at TTC's Wheel-Trans Division located at 580

Commissioners Street.

A member asked if ACAT members would be able to provide input into the training program and what was being created for members to talk about. Stephan Boston confirmed participants would have input into the Wheel-Trans recertification training program. It was explained that the setup would be similar to previous ACAT PowerPoint presentations and speaker materials, including brief speaker summaries. Overall, the program design would follow a familiar collaborative format where content was reviewed and shaped with input from ACAT.

13. Outstanding Items

a. Customer Communications at Spadina

Jeff Short, Acting Manager, Customer Policy and Planning, explained this item involves improving customer communication about accessibility at Spadina Station, particularly noting that the Line 1 portion of the station does not currently provide an accessible connection to Line 2. He noted the ACAT suggestion to provide clearer guidance to customers, such as an announcement on southbound trains approaching Spadina so that customers requiring accessible transfers know which station they could use instead. Jeff Short reiterated that updating automated train announcements was complex and required coordination with vehicle manufacturers, making quick changes difficult. As a result, TTC staff are exploring interim solutions such as website updates, station-based communications, and other technologies to better direct customers to accessible alternatives while the elevators continue to be installed in the Line 1 portion of Spadina Station.

b. AODA Training for Accessibility for the TTC Staff

Sneha Madhuri, Communications Advisor, Corporate Communications, noted a presentation would be made at a future ACAT General Meeting. . An internal email communication would also be sent to all TTC staff providing guidance on appropriate behaviour around service dogs, including not interacting with, making eye contact with, or petting them while they are wearing their harness. A message would be displayed on station TV screens across the system. These communications were expected to be rolled out by Thursday, May 7, 2026.

14. Deputation

Nil.

15. Incoming Correspondence

a. Subway accessibility improvements

The correspondence received outlined accessibility suggestions aimed at improving the subway experience for customers with mobility issues, including the use of third-party navigation apps to support safer and more independent travel. It also suggested physical improvements such as installing handrails along platform walls and considering platform screen doors to enhance safety and comfort, particularly in deeper stations. Some of the suggestions were noted as supporting ongoing discussions about improved route-planning tools and station navigation supports. This was referred to the ACAT Design Review Subcommittee (DRS).

Questions and Comments

A member raised concerns about relying on too many separate third-party accessibility apps and suggested ensuring users were not forced to toggle between multiple overlapping tools. It recommended that the TTC conduct a regular audit of these apps and focus on integrating information into widely used platforms like Google rather than creating standalone solutions. The member also asked whether there was a formal process for sending updates directly to Google so wayfinding and station changes were automatically reflected. The ACAT Chair assigned this item to the Communications Subcommittee for further review.

A member noted the station descriptions on the TTC website already identify where elevators are in relation to subway cars. They also suggested that installing handrails on the platform would impede travel, and that customers should be using their own mobility devices for stability while using transit.

A member clarified that improved exit descriptions and wayfinding should integrate with existing apps so users could rely on familiar tools rather than new platforms. They emphasized the importance of ensuring TTC data was published in a way that third-party apps could easily access and automatically update. While an audit of available apps was supported, the speaker suggested that integration was straightforward if the TTC properly shared its data.

A member asked what happens someone submits a letter to ACAT. Levenson Lincoln, Assistant Manager, Wheel-Trans Customer Service, explained the review process and discussed a deputation request could be made at an ACAT General Meeting if someone wanted to address ACAT.

16. Subcommittee Reports, Highlights and Updates

Communications Subcommittee (CS)

Sneha Madhuri, Communications Advisor, Corporate Communications, provided a summary of the CS meeting held on April 16, 2026.

TTC staff and Subcommittee members shared memories of Angela Marley, noting her tireless help and attention to detail. The TTC would host four unadvertised “Talk TTC”

events at Line 5 stations from April to June 2026, allowing customers to provide spontaneous feedback, with TTC staff using onsite engagement tactics to encourage participation. Subcommittee members requested follow-up on attendance, feedback received, and additional information on event setup, including locations and materials. Updates were also provided on Wheel-Trans communications, including FIFA-related outreach, upcoming ACAT recruitment efforts, and revised accessibility materials such as handbooks and training videos. Additional discussions highlighted ongoing accessibility concerns, including unclear audio announcements on Line 5 vehicles and limitations in the Wheel-Trans app, which would be followed up in future meetings.

The next meeting is scheduled for May 7, 2026.

CS Meeting Highlights:

- Upcoming Talk TTC Events.
- Staff and Subcommittee members shared memories of Angela Marley.
- TTC was rolling out targeted FIFA communications for regular riders, visitors needing Wheel-Trans, and local residents affected by service changes.
- Ongoing accessibility initiatives include ACAT recruitment, updated handbooks and training materials.

Design Review Subcommittee (DRS)

Craig Nicol, DRS Chair, provided a summary of the DRS meeting held on April 14, 2026.

The meeting summarized accessibility feedback from the Line 5 simulation, highlighting concerns about vehicle layout. There was also an overview of the Ontario Line Pape Station design. Key issues included unclear wayfinding for customers with disabilities, and potential congestion at connection points, although staff noted designs aim to meet accessibility standards and future demand.

The next DRS meeting is scheduled for May 5, 2026.

DRS Highlights

- Accessibility gaps in design – Line 5.
- Station connectivity concerns and future planning -The Ontario Line.

Strategy and Planning Subcommittee (SPS)

Lauri Sue Robertson, SPS Chair, provided a summary of the SPS meeting held on April 21, 2026.

The discussion on trade-offs in accessible surface transit stop design highlighted that while the TTC has upgraded over 1,000 bus stops since 2017 and achieved about 83% network accessibility, most remaining inaccessible stops are complex and costly to retrofit. As a result, progress was expected to slow, and relocating stops was being

considered as a way to achieve accessibility more efficiently, though this raises concerns about longer walking distances, community acceptance, and safety near intersections. The TTC emphasized the need to balance faster accessibility delivery with maintaining reasonable stop placement and safe, accessible connections. Staff sought ACAT's guidance on acceptable relocation distances and criteria for when relocation should be prioritized over reconstruction. Members also stressed the importance of transparent decision-making, strong consultation processes, and ensuring accessibility improvements were not blocked by isolated objections by citizens or property-related delays.

The next meeting is scheduled for May 19, 2026.

SPS Meeting Highlights:

- Most remaining bus stops were “complex,” making relocation a key strategy to improve accessibility.
- Trade-offs include accessibility gains vs. longer walking distances and community/safety impacts.
- Strong, transparent criteria were needed to guide when stops should be rebuilt versus relocated.

Wheel-Trans Operations Subcommittee (WTOS)

Gerald Mak, WTOS Chair, provided a summary of the WTOS meeting held on April 8, 2026.

The Wheel-Trans stop at Scarborough Centenary Hospital would relocate to the Margaret Birch (south) entrance effective April 13, 2026, with trip bookings already updated and a map to be shared. A total of 377 complaints were recorded for late February 2026 to late March 2026, with key issues including no-shows, discourtesy, vehicle operation, and service delivery. The Subcommittee raised several new business items, including improving bus number visibility, tracking contractor driver experience and service quality, and reviewing accessibility features in new vehicles (e.g., ramp design and potential vehicle options). Feedback from a large Enercare Centre event highlighted coordination challenges, prompting a commitment to conduct a lessons-learned review and improve planning for major events like FIFA.

The next WTOS meeting is scheduled for May 13, 2026.

WTOS Meeting Highlights:

- Centenary Hospital stop relocation.
- Feedback from a large event prior to FIFA and the feedback to improve.

17. Other Business

a. April 20, 2026 elevator service suspension

An ACAT Vice-Chair raised concerns about the system-wide suspension of elevator service that occurred on April 20, 2026, framing it as a broader systemic accessibility and safety issue rather than an isolated incident. They asked about the reason for the suspension and for information about protocols when intercoms fail, applicable regulations, and why it took several hours to allow monitored elevator use at TTC stations after the issue was identified. They emphasized the impact of such service disruptions on accessibility and rider safety, and called for a deeper review of policies and thresholds for suspending critical services across the system.

Matthew Do Couto, Manager, Elevating Devices explained that elevator operations were governed by strict regulations under the Technical Standards and Safety Authority (TSSA) and the B44 safety code, which required functioning two-way communication systems in elevators. If communication fails, elevators must be shut down to prevent risks, particularly in cases of entrapment where passengers need emergency assistance. Past requests for flexibility made by TTC were denied by the TSSA. An exception was granted for a specific time period to support FIFA World Cup planning. Following the well-publicized April 20, 2026 outage approval was extended for an ongoing contingency procedure for TTC. This new approach allows staff-monitored operation during communication failures, balancing safety requirements with the need to reduce accessibility disruptions. Kareem Madhavjee, Acting Head of Stations, explained the new procedure is to test each elevator alarm and once confirmed that the alarm works, the elevator would continue to be in service. TTC staff would also monitor platform and station areas by walking around.

Jeff Thurston, Manager of Communications Engineering, noted the system-wide outage began at 5:05 a.m. on April 20, 2026, with Passenger Intercom (PI) communication systems being restored by 1:26 p.m. Approximately 1,500 devices across the TTC network were affected, including those in elevators. The root cause was a failure in network equipment, which disrupted communication between devices and Transit Control within a highly complex and continuously updated system. The issue had since been resolved through equipment replacement and ongoing upgrades, with continuous monitoring and 24/7 maintenance processes in place to quickly address future issues.

Questions and Comments

A member asked if cell phones worked in the elevators, even when below ground. Matthew Do Couto could not confirm whether cellphones would work consistently.

A member asked for clarification on the monitoring process. Kareem Madhavjee confirmed that a CCTV camera was mounted outside of the elevator, with the camera facing the elevator. Designated hubs provide CCTV access and specific cameras could be selected for viewing.

A member asked how multiple elevators on different levels were monitored during an outage and whether TTC staff must be stationed at each one. Kareem Madhavjee explained that under the new procedure, elevators were monitored remotely using

CCTV from station hubs, where cameras were directed toward elevator areas rather than requiring physical presence. Because cameras cannot track elevators across all floors, monitoring relies on alarm systems, which alert TTC staff if someone were to be trapped or needed assistance. If a mechanical issue occurs, elevators would be taken out of service and maintenance teams called in, with the system depending on users activating the alarm when needed.

A member asked about how TTC staff detect communication system failures and whether alerts were automatic or rely on manual monitoring. Jeff Thurston explained that devices were continuously monitored through a network system that flags failures instantly and creates tickets, with 24/7 oversight ensuring quick response, though confirmation of active (e.g., audible or text) alerts would be followed up and reported back to ACAT.

A member asked about the technical aspects, specifically asking whether the failure of “network equipment” referred to hardware or software, such as a router, and whether redundancy systems were in place to prevent similar outages. TTC staff confirmed there were system redundancies, but the root cause was a network loop it thought it detected, which was not there. The original equipment manufacturer recommended replacement of the switches, which had been done.

An ACAT Vice-Chair expressed appreciation to TTC staff for their initiative and for finding a solution that will significantly lessen the impact elevator outages have on customers in the future.

b. Dufferin Station

The ACAT Chair shared that TTC had previously secured an agreement with a developer near Dufferin Station to build an accessible entrance as part of a development project, but rising construction costs led the developer to request replacing this commitment with a cash contribution to the City of Toronto. A City Council motion was introduced to allow this change, which was strongly opposed by ACAT on the grounds that increased costs should not override long-standing accessibility commitments. The ACAT Chair and TTC staff submitted a letter on behalf of ACAT and met with city councillors to advocate for maintaining or improving accessibility outcomes despite the change in developers and project conditions. The matter remained under review, with discussions ongoing about potential alternative accessibility improvements, and no final decision has been made. This item would be added to the next meeting Agenda for further discussion.

18. Next Meeting

Next ACAT General Meeting: Thursday, May 28, 2026 at 1 p.m.

19. Adjournment

Meeting adjourned at 3:33 p.m. on a motion by Corina McCoy.

Cindy Edwards
Recording Secretary

TORONTO TRANSIT COMMISSION
COMMITTEE MINUTES

Minutes of Meeting: Advisory Committee on Accessible Transit General Meeting
Meeting No. 432

Meeting Date: Thursday, May 28, 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
Lori Bailey
Debbie Gillespie, ACAT Vice-Chair
Yasmine Gray
Gerald Mak
Paul Manna
Corina McCoy
Karen Mootoo
Craig Nicol
Lauri Sue Robertson
Azim Lila
Nathaniel Tok
Chau Sheung Wong

Regrets: Tammy Adams

Pool Members: Amber Lavitt

TTC Representatives: Betty Hasserjian, Chief Safety Officer
Pamela Watson, Acting Head of Wheel-Trans
John Boucher, Manager, Lakeshore Garage, Wheel-Trans
Natalie Francis, Manager, Planning and Policy, Wheel-Trans
Dean Milton, Manager of Strategic Initiatives, Wheel-Trans
Lodon Hassan, Manager of Customer Service, Wheel-Trans

Levenson Lincoln, Assistant Manager, Wheel-Trans
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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
Michael Pimentel, Coordinator, Wheel-Trans Contracted Services
Tammy Smith, Acting Director, Employee Development and
Training, Human Resources
Ike Onuoha, Program Manager, Vehicle Programs
Arno Van Dijk, Development Coordinator, Property Planning and
Development

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 April 30, 2026, Minutes
- 7/ Remarks from ACAT Chair
- 8/ Remarks from TTC Executive
- 9/ Wheel-Trans Transformation Update
- 10/ Accessibility Training Update
- 11/ Outstanding Items
- 12/ Deputation: Nil
- 13/ Incoming Correspondence:
 - a. Fluorescent lighting inquiry
 - b. Streetcar fare machine
- 14/ Subcommittee Reports, Highlights and Updates
 - Communications
 - Design Review
 - Strategy and Planning
 - Wheel-Trans Operations
- 15/ Other/New Business
- 16/ Next Meeting – June 25, 2026

1. Call to Order

Sophie Petrillo, ACAT Chair, called the meeting to order at 1:05 p.m.

2. Meeting Safety Announcement

Jeff Short, Acting Manager, Customer Policy and Planning, gave a safety briefing for attendees and attendance was taken.

3. Land Acknowledgement

Corina McCoy 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 April 30, 2026 Minutes

Motion to approve the Minutes of April 30, 2026: Paul Cross

Seconded: Lauri Sue Robertson

Carried: Minutes approved.

7. Remarks from the TTC Chair

Sophie Petrillo, ACAT Chair, thanked the Advisory Committee on Accessible Transit (ACAT) members for their significant time commitment and dedication to improving transit accessibility in Toronto. With the arrival of warmer weather and increased city activity, accessible transit is highlighted as essential for ensuring everyone can independently participate in local events, concerts, and sports. The FIFA World Cup 2026 matches in Toronto, starting in June 2026, will serve as a crucial opportunity for the TTC and Wheel-Trans to demonstrate operational readiness and a commitment to inclusive travel for global visitors. The ACAT Chair announced that applications for ACAT membership are being accepted until August 5, 2026 for the 2027 term.

Questions and Comments

Nil.

8. Remarks from the TTC Executive

Betty Hasserjian, Chief Safety Officer, thanked the ACAT for their partnership and noted that the upcoming National Accessibility Week serves as a reminder to continue removing transit barriers across the transit system. Building on the TTC's Community Safety and Well-Being Plan, a report would be presented to the TTC Board at the upcoming June meeting outlining safety initiatives for 2026. The first focus area centres on visible presence of TTC staff, including Special Constables, and Supervisors at priority locations across the system. Second, the TTC is advancing infrastructure improvements by leveraging artificial intelligence (AI) technology to detect track-level intrusions and piloting a physical platform safety barrier at TMU station later in 2026. To support employee safety, TTC has begun rolling out body-worn cameras to Stations staff, with approximately 150 cameras expected to be active ahead of the FIFA World Cup. A final focus area emphasizes strengthening coordination with City partners and crisis response teams to better connect vulnerable individuals with appropriate support services.

Questions and Comments

The ACAT Chair discussed noticing more visibility of TTC staff and Special Constables while using conventional transit to attend a recent event.

A member asked the difference between Special Constables and Provincial Offence Officers (POO). Betty Hasserjian explained that the POOs focus on fare enforcement, while Special Constables are responsible for safety and security across the system.

A member asked if the TTC collects metrics regarding complaints about incidents and issues about safety. Betty Hasserjian explained that public tracking of safety metrics is handled through two main channels: a monthly community safety dashboard and the Chief Executive Officer's (CEO) report. While the community safety dashboard includes metrics on offences against customers and employees, the CEO's report also captures broader safety indicators, including customer injury incidents such as slips, trips, and falls. The member asked if there had been any improvement and Betty Hasserjian confirmed there had been an improvement in the metrics but TTC and city partners are still working on the public perception of safety.

An ACAT Co-Vice Chair explained that they viewed accessibility and safety as deeply interconnected, noting that true safety involves protecting transit riders from unpredictable, aggressive behaviour. They expressed concern over a perceived lack of urgency or intervention from onsite TTC staff, recalling instances where employees on a station platform failed to evacuate a train car or intervene during an active, high-stress incident. The ACAT Co-Vice Chair asked how frequently reports made through the SafeTTC app were monitored and tracked and suggested the burden seems to be shifted back onto riders rather than actively addressing the reported danger. Betty Hasserjian explained that the TTC had established a 24/7 security desk at the Transit Control Centre that is managed by Special Constables, who respond to incoming SafeTTC app reports in real time. Due to increased advertising efforts to promote customer use of the app, there has been an increase in app usage, which allowed TTC

to successfully monitor the incoming data and immediately action reported incidents. Betty Hasserjian also noted that the TTC was actively reviewing customer feedback to further improve the app's usability and make it more user-friendly for customers.

An ACAT Co-Vice Chair highlighted the severe safety risks that sudden subway shutdowns and train service removals pose to passengers, particularly vulnerable individuals with mobility or vision issues who are immediately endangered by the resulting crowds. They questioned the thresholds TTC uses to justify stopping train service and requested a larger future conversation regarding the TTC internal protocols for managing passenger movement safely during crowding events. Betty Hasserjian explained that train service disruptions and station closures were driven by defined safety protocols, noting that precise operational protocols dictated when a train must be taken out of service. She emphasized that the TTC takes platform overcrowding very seriously, managing through a combination of staff deployment, camera monitoring, escalator shutdowns, with coordination with the Toronto Police Service (TPS) supporting safe customer movement at street level during service disruptions. The ACAT Chair suggested bringing this topic back with a presentation to a future ACAT General Meeting.

A member asked for further details regarding the exact positioning of the platform safety barriers, and expressed concern about how they would impact customers with vision loss. Betty Hasserjian explained that this pilot, which is similar to the one in New York, will involve barriers that are waist high, spaced out across the platform, and would not impede pedestrian flows. The member suggested that ACAT should have input before the design is completed. Betty Hasserjian agreed to take that back.

A member asked if it was related to the Line 5 monitoring system. Betty Hasserjian noted it was not the same as the guideway intrusion detection system on Line 5, which stops the vehicle if someone goes into the track area.

A member asked for more details on the use of AI for that system and if it was designed by the TTC or an outside company. Betty Hasserjian noted her understanding would be that a camera with AI technology sends a signal to the control centre to act. She also noted that she is unsure who built the original system, but that the TTC Signals Engineering Communications group were involved in tailoring it to fit the system.

A member discussed hearing that teenagers from a recognizable minority group do not feel safe on the system and asked about safety efforts, especially during FIFA. Betty Hasserjian noted TTC is working closely with the TPS and TDSB to ensure that known hotspots are targeted to help.

A member noted a possible underlying assumption that increased security equates to safety for everyone and urged the Committee to consider which specific communities are made safer and which are put at greater risk by a heightened uniformed presence. They highlighted that for Black and other marginalized populations, increased policing often results in targeting, surveillance, and further complications rather than actual protection. While agreeing with the importance of intersectionality, Betty Hasserjian

clarified that the TTC's strategy extended beyond enforcement to include a balanced, people-first approach and emphasized that a core focus of TTC's plan involved protecting vulnerable individuals on the transit system and successfully connecting them to support services.

9. Wheel Trans Transformation Update

Pamela Watson, Acting Head of Wheel-Trans, provided an update about the progress on Wheel-Trans transformation initiatives. She reported that Wheel-Trans was on track to meet their annual target of 800 customers trained with 395 travel training sessions already completed in 2026. 3,411 Family of Services trips to subway and Light Rail Transit (LRT) stops have been scheduled so far in 2026, including 195 multi-modal trips that had an average duration of 59 minutes. Additionally, the Access Hub at Jane Street and Eglinton Street was relocated four and a half metres north to accommodate future Eglinton Crosstown West extension construction. Pamela Watson acknowledged the upcoming National AccessAbility Week and thanked members for sharing their lived experiences and dedicating their time to helping the TTC improve and reduce barriers to accessibility.

Questions and Comments

A member questioned whether it is a Wheel-Trans policy for a customer to carry their Support Person Assistance Card (SPAC) for all their trips. Dean Milton, Manager of Strategic Initiatives, clarified that the SPAC is only required to be with the customer when they are travelling with a Personal Support Person, to allow that individual to travel for free.

A member asked what qualifies for a Wheel-Trans stop, specifically for subway stations without a bus platform that has entry from the street. Natalie Francis, Manager, Planning and Policy, Wheel-Trans noted that any accessible station would have a Wheel-Trans stop, either in a bus bay or on the street and offered to answer for a specific location if the member provided additional information.

A member asked for an estimated timeline for all TTC stations to be accessible. Jeff Short, Acting Manager of Customer Planning and Policy, noted that most stations would be completed by the end of 2026, with one possible into 2027. Old Mill Station is expected to be completed in 2028.

The ACAT Chair asked if customers could request more than one Travel Training session. Lodon Hassan, Manager of Customer Service, Wheel-Trans, confirmed customers can book up to four sessions.

A member noted Japan has braille on the sides of the seats closest to the door to help people know where the exit was. She suggested implementing something like this on the TTC. Pam Watson would take this excellent idea back.

The ACAT Chair discussed observing many uniformed TTC staff recently when attending an event and expressed comfort was associated with knowing TTC staff were available.

10. Accessibility Training Update

Tammy Smith, Director, Employee Development and Training, Human Resources, and Stephan Boston, Chief Instructor, Operations Training Centre, gave an update on accessibility training. They outlined how the TTC delivers its Accessibility for Ontarians with Disabilities Act (AODA) training, explaining that the Operations Training Centre provides in-person instruction for unionized employees while the Employee Development team administers online modules for TTC management and staff employees. In response to the request for further information around assisting customers with vision loss and approaching service animals, Tammy Smith shared that both training streams include best practices for assisting customers with vision loss, such as offering an elbow to guide them and giving detailed verbal directions, while emphasizing the legal rights of service animals and the strict protocol never to touch or distract service animals while they are working.

Questions and Comments

A member suggested adding information about being cautious about eating when around service animals.

A member asked if employees complete a refresher course for accessibility training. Stephan Boston noted that accessibility training is included in the recertification course unionized employees complete. Tammy Smith noted that new TTC staff have to complete the initial training and when there was a comprehensive change to the information or legislation, the updated or new course would be assigned.

11. Outstanding Items

a. Recommendation to Honour Sam Savona

This item should be completed in 2026.

b. Customer Communications at Spadina

Jeff Short shared that the TTC plans to install new signage on the Line 1 side of Spadina Station to explain that certain escalators were permanently removed to accommodate upcoming elevator construction. This signage was designed to direct passengers requiring barrier-free access to proceed to Dupont Station or to St. George Station to connect to Line 2. Additionally, recent updates have been made to the TTC website, which included a new bottom-screen widget, to help customers easily locate accessibility alerts and elevator disruptions. His understanding is that the widget is compatible with screen readers.

The ACAT Chair confirmed this item would be marked as completed.

c. AODA Training for Accessibility for the TTC Staff

This item would be marked as completed.

d. ACAT members speaking at Wheel-Trans Recertification Training

Member participation would begin on July 10, 2026.

12. Deputation

Nil.

13. Incoming Correspondence

a. Fluorescent lighting inquiry

Jeff Short shared preliminary information indicating that the TTC was well underway with transitioning from fluorescent to LED lighting, which should better accommodate passengers with migraines or other medical considerations. He noted that nearly all TTC buses had already adopted LED lighting, with the exception of older models slated for retirement, while some of the newest streetcars had also been equipped with LEDs. Finally, he mentioned that they were still awaiting data regarding subway lighting updates but concluded that the agency's overall transition would effectively address the rider's concerns.

Questions and Comments

A member suggested adding the Line 5 stations to the list of inquiries as well. This would be taken back and would be included in the reply.

b. Streetcar Fare Machine

Jeff Short noted TTC staff would be following up with this customer to clarify the issue.

Questions and Comments

A member asked if there was an SLA to report back to the customers when they reach out. The ACAT Chair noted the communication is acknowledged but a final response would depend on the comments or questions. Jeff Short agreed it would be on a case-by-case basis, with some requiring more investigation and others allowing for a quick response. There is no formal service level agreement for correspondence to ACAT.

14. Subcommittee Reports, Highlights and Updates

Communications Subcommittee (CS)

Adrienne Isaac, Administrative Assistant, Wheel-Trans, provided a summary of the Communications Subcommittee meeting held on May 7, 2026.

The Communications Subcommittee elected Tammy Adams as the new Chair. They reviewed accessibility and wayfinding initiatives connected to the FIFA World Cup 2026 and broader transit accessibility improvements. TTC staff presented plans for enhanced customer communications, including dedicated webpages, social media outreach, event ambassadors, and a joint World Cup transit guide developed with Metrolinx, the City of Toronto, FIFA, and Bike Share Toronto. Members expressed concern that planning was too heavily focused on moving spectators and did not adequately address the ongoing travel needs of Wheel-Trans users and local residents requiring access to hospitals, appointments, and daily destinations in heavily impacted areas such as Parkdale and King Street. The Subcommittee also examined new wayfinding pilots, including numbered station exits and the NaviLens QR-code navigation system, while discussing concerns about app dependence, QR code placement, accessibility for blind and low vision riders, and the need for stronger public education. Additional discussions focused on Wheel-Trans communications, National AccessAbility Week activities, and persistent accessibility concerns related to unclear bus stop announcements and poor Line 5 audio quality, with TTC staff committing to continued follow-up with Metrolinx and City staff.

The next CS meeting is scheduled for June 4, 2026.

CS Meeting Highlights:

- Tammy Adams was elected Communications Subcommittee Chair
- FIFA communications update
- Station exit number strategy, NaviLens pilot, and adding station maps for Line 5 and 6 to the TTC website

Design Review Subcommittee (DRS)

Craig Nicol, DRS Chair provided a summary of the DRS meeting on May 5, 2026.

The TTC is advancing accessibility initiatives, including a pilot of yellow grab straps in buses for better visibility and ongoing work to reduce vertical platform gaps between the platform and subway cars, though some stations still require further solutions. Subcommittee members highlighted concerns around safety, visibility, delayed accessible signal implementation, and unclear bus stop announcements, emphasizing the need for clearer communication and user-focused design improvements.

The next DRS meeting is scheduled for June 9, 2026.

DRS Highlights

- Yellow grab strap pilot
- Platform gap and accessibility concerns

Strategy and Planning Subcommittee (SPS)

The May SPS meeting summary was deferred to the next ACAT General Meeting.

The next SPS meeting is scheduled for June 16, 2026.

Wheel-Trans Operations Subcommittee (WTOS)

Levenson Lincoln provided a summary of the WTOS meeting held on May 13, 2026.

The Subcommittee discussed several major updates, including the announcement of a new Wheel-Trans satellite facility at 780 Kipling Avenue opening in September 2026 to improve west-end service efficiency. Extensive planning updates were provided for FIFA World Cup 2026, including accessible loading zones, shared roadways, ambassador support, and coordinated operations between TTC, FIFA, and the City of Toronto. A significant policy discussion focused on introducing photo ID for Wheel-Trans users, with members discussing safety, fraud prevention, and accessibility barriers, while TTC staff confirmed no final decision has been made. Additional operational updates included ongoing work on stops and landmarks, efforts to improve notification of closures, and clarification that visitor access during FIFA will allow near-immediate Wheel-Trans registration with a minimum four-hour booking window. Finally, Wheel-Trans complaint data and service issues were reviewed, including discussions on 10-minute arrival warnings, system accuracy fixes, and improvements to driver location messaging and break visibility.

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

WTOS Meeting Highlights:

- FIFA 2026 accessibility planning.
- Photo ID proposal for Wheel-Trans.
- Service reliability and communication improvements.

15. Other Business

a. Dufferin Station Underground Tunnel

The ACAT Chair explained that ACAT sent a letter to Councillor Bravo and TTC Chair Myers opposing a developer's request to cancel a previously agreed upon barrier-free path and tunnel to Dufferin Station due to projected cost escalation. The tunnel was originally planned in 2020 to serve as a vital secondary barrier-free access point from street to concourse, in the event the station's primary elevator broke down. During a follow-up meeting between the ACAT Chair, Councillor Bravo and TTC staff, the ACAT Chair firmly maintained that a developer's financial risks should not negate their civic obligations to transit accessibility. The matter remained under review by the City, with discussions turning toward whether the TTC could propose a suitable alternative in lieu of the tunnel.

Questions and Comments

Jeff Short noted there is ongoing internal exploration of alternatives, based on the

assumption that the tunnel would not get built. TTC staff are trying to determine the feasibility of different options to improve accessibility and the customer experience.

A member noted that cancellation of the tunnel construction is a concern as there are a number of schools in the area, where students need to get to and from school.

A member asked if an alternative location for an elevator had been considered. Arno Van Dijk, Property Planning and Development Coordinator, noted that TTC had begun discussing alternative locations for a new elevator. There might be issues with the site on the northeast corner of Bloor and Dufferin due to delayed redevelopment of the site, which is not owned by the TTC.

b. FIFA Volunteers

A question had been asked about whether FIFA volunteers would be trained to AODA standards to help those with a disability. A member noted they were a volunteer for FIFA and there was no extra training for accessibility.

Questions and Comments

A member commented that AODA training is required for anyone volunteering at events like FIFA. It was explained there would be minimal online training for volunteers.

There was discussion on the Wheel-Trans Operators being responsible for customers and ensuring they arrive at their destination, but the ACAT Chair noted that this is not customary at any location, including Rogers Centre. Pamela Watson noted that TTC staff would be redeployed on game days and Supervisors and Wheel-Trans Travel Trainers would be on site, along with other Wheel-Trans employees. Tammy Smith added that in addition to their mandatory AODA training, TTC Ambassadors would receive additional training on accessibility as part of their Ambassador training.

16. Next Meeting

The next meeting is scheduled for June 25, 2026 at 1 p.m.

17. Adjournment

Meeting adjourned at 3:02 p.m. on a motion by Lauri Sue Robertson.

Cindy Edwards
Recording Secretary