



c/o Wheel-Trans, 580 Commissioners Street, Toronto, Ontario M4M 1A7

April 29, 2019

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 February 28, 2019 and March 28, 2019 to the May 8, 2019 Board Meeting for information (attached).

Thank you.

Sincerely,

Mazin Aribi
2019 ACAT Chair

Attachments

TORONTO TRANSIT COMMISSION

COMMITTEE MINUTES

Minutes of Meeting: Advisory Committee on Accessible Transit
Meeting No. 340

Meeting Date: Thursday, February 28, 2019

Location: 1900 Yonge Street
7th Floor Boardroom

Present: Mazin Aribi, Chair
Marian McDonell, Co-Vice Chair
Angela Rebeiro, Co-Vice Chair
Margo Brodie
Mary Burton
Anita Dressler
Jessica Geboers
Bobbi Moore
Craig Nicol
Thomas Richardson
Lauri Sue Robertson
Igor Samardzic
Sam Savona

Regrets: Chris Stigas
Shindujan Yogaratnam

Pool Members: Ian Payton
James Pyo

TTC Representatives: Lodon Hassan, Assistant Manager-Customer Service, Wheel-Trans
Matt Hagg, Senior Planner – System Accessibility
Heather Brown, Manager – Customer Communications
Dwayne Geddes, Manager – Customer Service, Wheel-Trans
Rupa Aggarwal, Manager – Diversity
Elizabeth Hoare, Route Supervisor, Bus Transportation
Danielle Mair, Consultant -- Diversity and Human Rights Department
Mark Mis, Manager – Service Planning
Charlene Sharpe, Assistant Manager – Wheel-Trans
Eve Wiggins, Head of Wheel-Trans

Guests: Councillor Jennifer McKelvie, TTC Board Member

Copies: Rick Leary, Chief Executive Officer
Kirsten Watson, Deputy CEO - Operations
Kathleen Llewellyn-Thomas, Chief Customer Officer
Collie Greenwood, Chief Service Officer
Susan Reed Tanaka, Chief Capital Officer
Dan Wright, Chief Financial Officer
Susan Sperling, Executive Director – Corporate Communications
James Ross, Chief Operating Officer
Eve Wiggins, Head of Wheel-Trans
Deborah Brown, Head of Customer Communications
TTC Board Members

Items Discussed:

1. Call to Order / Attendance
2. Declaration of Conflict of Interest
3. Approval of Agenda
4. Remarks from ACAT Chair
5. Review and Approval of January 31, 2018 Minutes
6. Business Arising Out of Minutes/Outstanding Items
7. Deputation: Nil
8. Wheel-Trans 10-Year Strategy Update
9. Subcommittee Reports and Updates
 - Communications
 - Design Review
 - Service Planning
 - Wheel-Trans Operations
10. ACAT Subcommittee Meeting Highlights for the Next TTC Board Meeting
11. Report on Customer Liaison Panel
12. Report on TTC Board Meeting and Accessibility Matters
13. Review of Correspondence
14. Other / New Business
15. Next Meeting – March 28, 2019
16. Adjournment

1. Call to Order / Attendance

Mazin Aribi, ACAT Chair, called the meeting to order at 1:07 p.m. and attendance was taken.

2. Declaration of Conflict of Interest

Nil.

3. Approval of Agenda

The following items were added to the agenda under New Business:

- Winter Infrastructure
- First-on and Last-off Announcements and Signage for Buses and Subway
- Upload of the Subway System
- Not-in-service Buses at Bus Platforms

On motion by Sam Savona and seconded by Anita Dressler, the agenda was approved with these additions.

4. Remarks from ACAT Chair

Mazin Aribi welcomed and thanked Councillor Jennifer McKelvie, TTC Board Member, who was attending the ACAT meeting for the first time.

Councillor McKelvie thanked ACAT and its Chair for their great work. She said she looks forward to ACAT's recommendations following its upcoming meeting with the GTA region and other municipalities. She will be meeting with the Mayor of Pickering to discuss the difficulties of crossing between municipalities on transit, such as travelling between Scarborough and Pickering. The Chair agreed to share the minutes of the previous meeting with Councillor McKelvie. She said she plans to attend the ACAT meeting again in August.

The Chair reminded everyone of the official opening of St. Patrick station as the next accessible station, to which all received an invitation. The event will be on Tuesday, March 5, 2019 at 10:30 a.m. on the concourse level.

The information in the December 20, 2018 ACAT meeting minutes regarding the PRESTO update on Collector Booths closing at the end of 2019 is no longer accurate. ACAT will receive an update on when this will happen.

Sam Savona proposed running ACAT updates in the Wheel-Trans newsletter, with a half-page from the ACAT Chair and another half-page from the chair of a Subcommittee. The ACAT Executive has discussed the proposal and decided to handle the Wheel-Trans newsletter update in the same way that ACAT handles the meeting agenda items. The ACAT Chair will consider a combination of highlights from each Subcommittee's report to ACAT meetings, and will email the Subcommittee chairs for their input to the Wheel-Trans newsletter, requesting two or three activities to be considered for inclusion in the Chair's newsletter update. Sam Savona and other members endorsed this action.

5. Review and Approval of January 31, 2019 Minutes

On motion by Lauri Sue Robertson and seconded by Bobbi Moore, the minutes of the January 31, 2019 meeting were approved.

6. Business Arising Out of Minutes/Outstanding Items

- Item: Lack of Tactile Information on Poles for Shared Bus Stops – The Communications Subcommittee report at today’s meeting contains an update on this.
- Item: Access to Subway Stations and Wheel-Trans Stops at Entrances – The Wheel-Trans Operations Subcommittee report at today’s meeting includes an update on this ongoing issue.
- Item: Pre-Boarding Announcement on Subway Trains – An update will be part of the Design Review Subcommittee report at today’s meeting.
- Item: Give Higher Priority to Resolving Inconsistencies with Wheel-Trans Pick Up and Drop Offs at Subway Stations in support of Family of Services – The Wheel-Trans Operations Subcommittee has an update on this.
- Item: GTA Accessibility Advisory Committee (AAC) Joint Meeting –The next meeting is planned for Spring 2019, but no specific date is set yet. ACAT is working with TTC staff to plan and set a date for this important meeting.
- Item: Concerns regarding Wheel-Trans Pick-Ups and Drop-Offs and Cellular Communication at St. Clair West, Don Mills, & York Mills stations – The Wheel-Trans Operations Subcommittee has an update on this.

Sam Savona requested that an item be added back on to the Outstanding Items list, as follows:

Platform Gaps

- a) List of stations being worked on
- b) Refer to Design Review Subcommittee for recurring updates on measurements and timeline

7. Deputation

Nil.

8. Wheel-Trans 10-Year Strategy Update

Dwayne Geddes, Manager of Customer Service, Wheel-Trans, provided an update.

Customer Experience

Policies: Throughout 2017 and 2018, a number of customer-facing policies were implemented. Six more are coming in 2019. These are currently in draft form, reviewed with ACAT, and almost ready to be rolled out. They include the following policies:

- Do Not Leave Unattended

- Fare Payment
- Layover and Multiple Stops
- Travelling with Infants and Children
- Family of Services Conditional Travel
- Cross-Boundary Travelling

Customer Handbook: A customer handbook has been completed and approved. It is currently being printed and will hopefully be delivered to all Wheel-Trans customers in the next several weeks.

Travel Training

Fifty-one customers have completed one-on-one training and 253 customers have participated in the program overall. The TTC is awaiting the business case recommendations from Stantec consultants on how to operationalize Travel Training.

Family of Services

Trip Volume: An average of 4,500 Family of Services trips are scheduled per week. These are trips scheduled by customers to subways or shared-transfer bus stops. Twenty-five percent of that ridership is on the Community Bus. Five percent are fully diverted on to the conventional TTC. These percentages are based on customer surveys.

The target number of trips per week is 8,300, to meet the yearly target of 430,000 Family of Services trips.

The current survey underway (from January to April 2019) is to determine what modes of transit that Wheel-Trans customers are using. Thus far, the survey indicates that 14% of customers are just using the conventional TTC with no Wheel-Trans.

Route Selection: Work is continuing on ranking routes and evaluating bus/streetcar stops for use as transfer points. The target is to have an additional 11 routes as part of the Family of Services model live by March 8, 2019. An update will be provided to the Service Planning Subcommittee on March 6, 2019.

Access Hubs

Access Hubs at Humber College will be operational by March or April.

The next Access Hubs will be:

- Neilson and Ellesmere (Southwest corner)
- Victoria Park and Ellesmere (Southeast and Northwest corners)
- Jane and Eglinton (Southwest and Northeast corners)

An update on Access Hubs will also be provided to the Service Planning Subcommittee on March 6, 2019.

Eligibility

An adhoc subcommittee has been established to provide input and guidance on the reclassification of the eligibility of customers registered prior to January 1, 2017. This adhoc subcommittee includes the ACAT Executive and the ACAT Subcommittee Chairs.

In addition, a Steering Committee with the TTC Legal and the Diversity and Human Rights departments has been established to provide additional guidance. A detailed project plan is being developed.

The reclassification process will start in April. "Affirmative Trip Matching", offering a trip solution based on the customer's abilities and not preference, will begin in the third quarter of 2019. Stantec consultants are working on a report evaluating the application and associated process, and making recommendations on a quality assurance process to ensure the application evaluation is consistent.

Comments and Questions from Committee Members

Members asked TTC staff to clarify the current number of Family of Services routes. TTC staff advised that there are five, to which another 11 are being added. Members indicated they did not think this was very ambitious and that it feels like it should be moving faster. TTC staff emphasized the importance of getting it right and operating any expansions successfully. Staff stated the end goal is a fully accessible network with routes to be added annually.

There was a discussion about customers deciding exactly where they would like to make connections, and the capacity of the Family of Services mode and the door-to-door mode to accommodate these choices. The specific trip booking charts and maps available on the Wheel-Trans website going forward, as the Family of Services initiative expands, were also discussed.

ACAT and TTC staff discussed various concerns about how to plan trips and connect to specific bus stops and other destinations under the current and evolving models. It was reported that Dean Milton, Manager of Strategic Initiatives, will be at the Service Planning Subcommittee meeting planned for March 6, 2019. This may be a good opportunity for a detailed conversation on the members' questions and concerns.

The Chair concluded the discussion indicating there is still unclear information about the Family of Services, which ACAT and the TTC know, and they are trying to address the gaps in clear information and communication.

9. Subcommittee Reports and Updates

Communications Subcommittee (CS) – Mary Burton, Chair

A CS meeting was held on February 7, 2019. Mary Burton was elected as Communications Subcommittee Chair.

Website Update

The new website was discussed. It will go live by the end of July. There is still much testing of the new website to be done and the vendor must deal with several outstanding matters. Members are

still able to go on to the beta site and give feedback.

The TTC is currently targeting WCAG 2.0 Level AA compliance for the website, in accordance with the Accessibility for Ontarians with Disabilities Act (AODA).

Tactile Information on Stop Poles Presentation

CS was given a quick briefing with visual aids by Harrison, Manager of Design and Wayfinding. Harrison responded to several questions regarding the addition of tactile information braille to on-street signs at key bus stops.

The current focus is on a pilot program which will assist riders who are visually impaired to indicate where they should wait for arriving buses at several key stops. The idea is to leave the stop heads in place, and make use of red frames already located on stops, and refit it into the frame. It will be mounted on top of plastic with adhesive film, which is more tamper-resistant, though a little heavier.

Harrison added that the red frames were once used for route maps and route times. Over the years, they have started to stop this out because there are now apps to assist with vehicle arrival times. Repurposing the red frames is something that is already out there, allows for flexibility in terms of content, and will add clarity at stops for users.

Debbie Gillespie reviewed the prototype and said the tactiles are a bit tight together and too close to each other. Harrison informed the group that they are regulation tactiles and are used for buttons and other uses within the TTC system. They were a bit smaller but are still within the limits. They might seem smaller due to the lack of space.

First On, Last Off Communications Plan Presentation

CS reviewed the First On, Last Off literature, including photos and text samples, with Emily Pickles, Communications Advisor. The text promotes the message that riders should allow people using mobility vehicles to enter first and exit last. The images convey this point and capture the use of ramps, with customers waiting for a vehicle and then boarding using the ramp. Emily and Heather Brown, Manager - Customer Communications, are working to make this change to be of the greatest possible benefit.

The image and text will be included on the website homepage feature. It will be highlighted through social media platforms, in employee newsletters, and in the *Metro* newspaper for customers. The FAQ sheet for Operators and customers will also be updated.

A discussion followed and it was agreed that people with all mobility issues should be considered.

Comments and Questions from Committee Members

There were questions and clarification around the smaller-than-normal tactiles. Committee members advised that Braille has standard sizing and spacing that cannot be reduced. TTC staff indicated it may have been the raised text component that was smaller.

The issue of how to communicate effectively with people who are visually impaired, who have to board a streetcar in the middle of the street was raised. What are the solutions for letting them know where they need to board, so that they do not miss the vehicle standing in the wrong place? It was stated that this item should be addressed by a combination of the Service Planning

Subcommittee and the Communications Subcommittee.

Design Review Subcommittee (DRS) – Craig Nicol, Chair

A DRS meeting was held on February 20, 2019. Craig Nicol was elected Design Review Subcommittee Chair.

Platform Gap Update

Vertical gap work is complete at St. George Station. It is underway at Eglinton and expected to take 40 days and crews will move next to St. Clair. Once these vertical gap repairs are complete, horizontal fillers will be installed where necessary. Gap measurements are nearing completion at all other stations and will be reviewed by DRS. Funding exists for further repairs where necessary.

Metrolinx Letter re: Eglinton Crosstown LRT Elevator Control Panels

The TTC is in receipt of a letter regarding the Eglinton Crosstown LRT elevator control panel location. DRS reviewed the letter and rejects the reasons put forward about why a side wall control panel could not be used. DRS recommended that the TTC continue to pressure Metrolinx on this issue.

Finch West LRT Station Design

Metrolinx and Mosaic Transit presented several additional options for the sloped connection between the Finch West LRT and subway stations. DRS reviewed the options and recommended one providing a 1 in 25 gradient, suggesting some adjustments to alignment and entrance doors.

Questions and Comments from Subcommittee Members

The selected option used a counter-clockwise travel path. DRS suggested clockwise to better merge passenger flows with users of the stairs.

At the lower vestibule, DRS suggested adjusting the door location to better align with the entry/exit from the sloped walkway.

It was suggested that doors be held open magnetically only to be released in the event of a fire alarm.

Bloor-Yonge Priority Boarding

Ellen Stassen, Head of Stations, and Brian McGuire, Duty Station Manager, discussed a new concept to provide priority boarding for people with disabilities during morning rush hours. The pilot program will be on the southbound platform at the last car by the elevator, including a dedicated accessible boarding zone. Staff on hand will control passenger flow with stanchions and assist with accessible boarding. DRS suggested that education for all users will be required.

Other Items/New Business

It was reported that the pre-boarding announcements on subway lines will be activated in the third quarter of 2019.

It was reported that the third party elevator at St. Patrick station will be retrofitted with a side wall control panel.

The next DRS meeting will be held on March 6, 2019.

Comments and Questions from Committee Members

The specific subway station platforms where the vertical gap work is being done were clarified. They are St. George – southbound; Eglinton – southbound and northbound; and St. Clair – southbound and northbound. Plus, it was thought, horizontal platform filler at Eglinton. The Chair encouraged ACAT members to visit the finished projects, try them going on and off, and provide feedback, as he recently did at the Eglinton southbound platform.

Service Planning Subcommittee (SPS)

The Service Planning Subcommittee is planning to meet on March 6, 2019. SPS is seeking interest from anyone who would like to present themselves to be its Chair.

Wheel-Trans Operations Subcommittee (WTOS) – Sam Savona, Chair

A WTOS meeting was held on February 14, 2019. Sam Savona was acclaimed WTOS chair.

Dean Milton, Manager, Strategic Initiatives, gave an update on the Family of Services initiative. He gave an overview of how routes are picked and stops are determined. He showed WTOS a possible decal which will be on bus poles to indicate a Family of Services stop. It was suggested that the development of this decal be forwarded on to the Communications Subcommittee.

Dean Milton presented a report on the reclassification of customers from pre-2017 and the new eligibility criteria. There are 25,746 original customers; 66% of those are 70 years or older. It was determined the best way to assist staff in developing ways to communicate with customers on why and how this process will be happening is to form an adhoc committee.

Charlene Sharpe, Assistant Manager – Wheel-Trans, gave a report on Wheel-Trans Stops and Landmarks. This is to clearly identify Wheel-Trans pick-up/drop-off spots at common places such as subway stations, malls, etc. This will be a long process due to the numerous places with multiple addresses.

WTOS also discussed ways for customers to communicate with Wheel-Trans when their ride is late, in subway stations where the pick-up spot is below ground and a cell phone signal is not available. A recommendation was that the Customer Service Agents who are assigned to such stations be instructed to frequently visit these areas, and if they see someone waiting, offer to assist if the person needs to contact Wheel-Trans. Also, all Wheel-Trans contracted accessible taxis are able to enter stations. Ambulatory customers will be booked on accessible taxis only, when being dropped off or picked up at accessible subway stations.

Comments and Questions from Committee Members

When members expressed concern about possible duplication in classifying and marking stops as accessible, TTC staff clarified that the purpose of the bus pole decal mentioned in the report was primarily a place to put a no-show tag, if needed.

Further questions were asked about the specific nature of this no-show tag approach, and it was reported that it was going to be considered and reviewed further by the Communications Subcommittee. It was noted that this conversation again highlights ongoing questions and concerns around effective communication and trip-planning as the system evolves and changes.

10. ACAT Subcommittee Meeting Highlights for the Next TTC Board Meeting

CS

- Website Update
- Tactile Information on Stop Poles Presentation
- First On, Last Off Communications Plan Presentation

DRS

- Platform GAP repairs and rest of system GAP measurements
- ECLRT elevator side wall control panel
- Finch West sloped walkway connection LRT to Subway
- Bloor-Yonge pilot for priority boarding

11. Report on Customer Liaison Panel (CLP) - Anita Dressler, ACAT Representative

There have been no CLP meetings yet.

12. Report on TTC Board Meeting and Accessibility Matters

A TTC Board Meeting was held on February 27, 2019 at City Hall.

The approved ACAT meeting minutes for December 20, 2018 were received by the Board. Mazin Aribi provided various highlights from this ACAT meeting. He once again requested that the TTC Board exercise its authority to encourage Metrolinx management to approve the changes that ACAT requested regarding the control panel location for flow-through elevators to be moved to the side wall for the Eglinton Crosstown LRT.

Commissioner Shelley Carroll followed up with a question asking if there is anything the Board should be doing, such as sending an urgent letter to Metrolinx. Susan Reed Tanaka, TTC Chief Capital Officer – Engineering, Construction and Expansion Group, replied that, keeping in mind that this is a Metrolinx project, and not a TTC project, and that she and TTC staff had weekly meetings with Metrolinx, she believes that Metrolinx now understands that this is an accessibility issue. She and other TTC staff will continue to follow up on this matter.

Commissioner Shelley Carroll asked if Metrolinx is using ACAT expertise and consulting them on big projects. Mazin Aribi replied that, while Metrolinx has its own Accessibility Advisory Committee (AAC) with an ACAT member on it acting as a liaison between the two parties, Metrolinx has consulted with ACAT through the ACAT Design Review Subcommittee on two projects – the Eglinton Crosstown LRT and the Finch West LRT.

Once again, Mazin Aribi invited and encouraged the Commissioners to attend ACAT meetings. One Commissioner attended the ACAT meeting today.

ACAT members are encouraged to review the TTC Board agenda, reports, and presentations made at the Board meeting. For the TTC Board meeting on February 27, 2019, the link is here: https://www.ttc.ca/About_the_TTC/Commission_reports_and_information/Commission_meetings/2019/February_27/Agenda/index.jsp

You may also access the recorded video of the whole meeting here: https://www.youtube.com/watch?v=oFu8D_p3Pcg

The next TTC Board meeting will be held on Thursday, April 11, 2019 at City Hall.

Comments and Questions from Committee Members

A comment was made that, at the February 27, 2019 TTC Board Meeting, a lot of time was spent discussing fare evasion issues, the loss of revenue, and the Auditor General's report. It was a very interesting discussion and members are encouraged to watch the video.

13. Review of Correspondence

Nil.

14. Other / New Business

Winter Infrastructure

Members raised concerns about a lack of effective and timely snow clearing impeding their access to using the TTC.

A specific example is the platform on King Street, where one gets on the streetcar, not being cleared of snow, so that the ramp cannot come out from the streetcar. It was asked and clarified who is accountable for clearing this platform – the City of Toronto or the TTC. The answer in this case was thought to be the TTC.

Committee members gave another specific example of a lack of adequate snow clearance right in front of the TTC building coming to this meeting. Across the city, curbs at intersections do not have their snow cleared and it is a massive accessibility issue, days and even weeks after snow fall. Often, it appears that a lack of coordination, or blind spot, between the City of Toronto and the TTC sees City plows driving snow into stops that TTC staff have carefully shovelled out.

Committee members questioned whether or not the TTC is accessible if the infrastructure is not accessible. Sharing a recent experience he had travelling by streetcar downtown, the Chair underlined that this is a problem and ACAT is frustrated. The item was referred to the Service Planning Subcommittee. City of Toronto staff are coming to the next Service Planning Subcommittee on the bike lanes issue. This item could be incorporated into that and/or City staff could be invited again to address this.

It will also be raised at the upcoming ACAT Executive Quarterly meeting with the TTC Chair and TTC CEO on March 5, 2019.

First-On and Last-Off Announcements and Signage for Buses and Subways

A question was raised about the status of signage and communication at bus platforms and subway stations advising that if someone is waiting with a mobility device, they should be allowed to go on first. TTC staff advised that they are rolling this out in the next couple of weeks, using feedback provided by the Communications Subcommittee at their February 7, 2019 meeting. It will include posters, announcements on subways, and on the TV screens.

Upload of the Subway System

Members stated how important it is for discussions between the Province and the City of Toronto, about a possible upload of the subway system, to include accessibility issues in a substantial and effective way from the start.

Critical concerns include the commitment to make all subway stations accessible by 2025, curb ramp installation at subway systems for Wheel-Trans boarding, the role of ACAT, and the ongoing consultation and working relationship on accessibility issues that has been established with the TTC.

Members shared their concerns and views on how to most effectively influence the TTC, the City of Toronto, and the Province to protect and promote accessibility in any possible subway upload. The ACAT Executive has added this item to the upcoming ACAT Executive Quarterly Meeting with the TTC Chair and TTC CEO on March 5, 2019. It was agreed that ACAT would start with this.

Not-In-Service Buses at Bus Platforms

A recent issue of not-in-service buses blocking bus-boarding platforms, but not taking on passengers, was raised. TTC staff advised that the implementation of the new Vision system for bus service may be a factor in this, depending on how early the buses are getting to the station, their route, and departure time. They may be waiting for further instructions. Additionally, a lot of buses are being added for service reliability which may be adding to this issue.

It was agreed that not-in-service buses should not block the boarding platform, but that at some stations, such as Davisville, there is much less space than others.

TTC staff committed to take the issue back to TTC Bus Transportation to see how there can be an improvement.

15. Next Meeting

The next meeting of ACAT will be held on Thursday, March 28, 2019 from 1:00 p.m. to 3:30 p.m. at 1900 Yonge Street, 7th Floor Boardroom.

16. Adjournment

On a motion by Anita Dressler, the meeting was adjourned at 3:11 p.m.

Stephanie Power
Recording Secretary

TORONTO TRANSIT COMMISSION

COMMITTEE MINUTES

Minutes of Meeting: Advisory Committee on Accessible Transit
Meeting No. 341

Meeting Date: Thursday, March 28, 2019

Location: 1900 Yonge Street
7th Floor Boardroom

Present: Mazin Aribi, Chair
Marian McDonell, Co-Vice Chair
Angela Rebeiro, Co-Vice Chair
Margo Brodie
Mary Burton
Anita Dressler
Jessica Geboers
Bobbi Moore
Craig Nicol
Thomas Richardson
Lauri Sue Robertson
Igor Samardzic
Sam Savona
Chris Stigas

Regrets: Shindujan Yogaratnam

Pool Members: Ian Payton
James Pyo

TTC Representatives: Matt Hagg, Senior Planner – System Accessibility
Lodon Hassan, Assistant Manager-Customer Service, Wheel-Trans
Heather Brown, Manager – Customer Communications
Dwayne Geddes, Manager – Customer Service, Wheel-Trans
Ian Dickson, Manager – Design and Wayfinding
Elizabeth Hoare, (A) Assistant Manager, Malvern-Bus Transportation
Lloyd Livingstone, Diversity and Human Rights
Naomi Marubashi, (A) Head – Operations Training Centre
Dean Milton, Manager – Strategic Initiatives
Ishaq Mohamed, Co-op Student – Wheel-Trans Transformation
Charlene Sharpe, Assistant Manager – Policy and Planning
Eve Wiggins, Head of Wheel-Trans

Collie Greenwood, Chief Service Officer
Richard Leary, Chief Executive Officer

Copies:

Rick Leary, Chief Executive Officer
Kirsten Watson, Deputy CEO – Operations
Kathleen Llewellyn-Thomas, Chief Customer Officer
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5. Review and Approval of February 28, 2019 Minutes
6. Business Arising Out of Minutes/Outstanding Items
7. Deputation: Nil
8. eBus Update
9. Wheel-Trans 10-Year Strategy Update
10. Subcommittee Reports and Updates
 - Communications
 - Design Review
 - Service Planning
 - Wheel-Trans Operations
11. ACAT Subcommittee Meeting Highlights for the Next TTC Board Meeting
12. Report on Customer Liaison Panel
13. Report on ACAT Executive Quarterly Meeting with TTC CEO and Chair
14. Report on TTC Board Meeting and Accessibility Matters
15. Review of Correspondence
16. Other / New Business
17. Next Meeting – April 25, 2019
18. Adjournment

1. Call to Order / Attendance

Mazin Aribi, ACAT Chair, called the meeting to order at 1:12 p.m. and attendance was taken.

2. Declaration of Conflict of Interest

Nil.

3. Approval of Agenda

On motion by Anita Dressler and seconded by Lauri Sue Robertson, the agenda was approved with additions under New Business:

- Retraining Drivers, Fare Inspectors, and Transit Enforcement Staff
- The Need for Communication For People To Feel More Comfortable Using The Subway With Mobility Devices
- Remarks by a Member about an Accident that Occurred in a TTC Station on March 7, 2019

The date in the review and approval of minutes item was corrected to February 28, 2019.

4. Remarks from ACAT Chair

It was announced that Eve Wiggins will be leaving her role as Head of Wheel-Trans and taking on a new position with Metrolinx. On behalf of ACAT, Chair Mazin Aribi thanked Eve for everything she has done for Wheel-Trans services, including championing the 10-Year Strategy. Eve thanked ACAT for all of its work and partnership and said that she will continue to share the message of the importance of accessibility with her new employer. Rick Leary, Chief Executive Officer, thanked Eve. He added that the TTC is seeking to improve the issue of call response and wait times for Wheel-Trans. He acknowledged that there are glitches in the system and that more people have been needed in the call centre. He advised that 10 staff had been reallocated to the call centre and that this has helped to reduce wait times. The TTC are also actively looking at what other system changes they can make to improve the situation.

Mazin Aribi informed ACAT that the Abilities Expo will take place from April 5 to April 7, 2019 at the International Centre, 6900 Airport Road, Mississauga. Wheel-Trans service will be extended to the International Centre for the event. It was asked if customers were aware of this and noted that the information is on the Wheel-Trans website. The ACAT Chair thanked everyone who had volunteered to work at the ACAT booth and indicated that a schedule would be sent to them. When members asked if volunteers were still needed, it was advised that they were and individuals were asked to share their scheduling preferences and availability with the Chair.

A question was raised by Mazin Aribi as to when the ACAT Information Sessions will be held this year. Matt Hagg, Senior Planner – System Accessibility, confirmed that the ACAT Information Sessions would be held in late July.

5. Review and Approval of February 28, 2019 Minutes

On motion by Igor Samardzic and seconded by Jessica Geboers, the minutes of the February 28, 2019 meeting were approved.

Sam Savona abstained from the vote indicating that the group had just received the minutes in

hard copy and he had not yet read them. ACAT Chair Mazin Aribi explained that the usual TTC administrative support to the committee is temporarily out of the office but the minutes had been sent electronically.

6. Business Arising Out of Minutes/Outstanding Items

- Item: Lack of Tactile Information on Poles for Shared Bus Stops – Update will be provided by Communications Subcommittee report. Completion date/status should be changed to ongoing until pilot ended.
- Item: Access to Subway Stations and Wheel-Trans Stops at Entrances – Update to be provided by Wheel-Trans Operations Subcommittee report at today's meeting.
- Item: Pre-Boarding Announcement on Subway Trains – Completion date/status should be changed to third quarter of 2019.
- Item: Give Higher Priority to Resolving Inconsistencies with Wheel-Trans Pick Up and Drop Offs at Subway Stations in support of Family of Services – Update to be provided by the Wheel-Trans Operations Subcommittee report.
- Item: GTA Accessibility Advisory Committee (AAC) Joint Meeting – The next meeting is now scheduled for Tuesday, May 14. Invitations should be sent March 28 or March 29, 2019.
- Item: Concerns regarding Wheel-Trans Pick-Ups and Drop-Offs and Cellular Communication at St. Clair West, Don Mills, & York Mills stations – Ongoing.
- Item: Subway Platform (Vertical and Horizontal) Gap – Ongoing.
ACAT members are encouraged to visit and evaluate the completed work at the Eglinton Southbound and St. George Southbound platforms, and provide any feedback to the Design Review and Service Planning Subcommittees. There was a discussion about whether certain places on the platforms are better than others and if there is marking indicating this. The entire platforms are being addressed where needed, it should all be one level; hence, there is no additional marking.

7. Deputation

Nil.

8. eBus Update

Deferred to ACAT's April meeting.

A clarification was made that an eBus is an electrically powered vehicle.

9. Wheel-Trans 10-Year Strategy Update

Dean Milton, Manager – Strategic Initiatives provided an update.

Communication Deliverables

A photo shoot was planned for the Humber College Access Hub and photos will be featured in future newsletters.

A comprehensive review will be done of all Wheel-Trans webpages and digital information in preparation for the new TTC site expected to launch in the fall

Communications plans are being developed for:

- Trip Matching by Customer Condition
- Reclassification
- 10-Year Transformation Public Meeting Town Halls (to be scheduled)

Communications for upcoming events:

- Abilities Expo (April 5 to 7, 2019)
- Access Expo (June 6 to 7, 2019)
- Upcoming 10-Year Transformation Public Meetings (dates TBD)

Customer Experience

The Customer Handbook has been printed, and is currently being sent out to customers.

There are six remaining policies to be finalized:

- Do Not Leave Unattended
- Fare payment
- Layover and multiple stops
- Travelling with infants and children
- Family of Services conditional travel
- Cross-boundary travelling

Travel Training

Stantec has submitted a business case, and is being reviewed by staff. Customer referrals are still being received through surveys; 90 so far have been received.

Family of Services (FOS)

FOS Trips scheduled – Year to date:

- 825 total trips (subway/bus)
- 54 trips to bus
- 771 to subway
- Two trips to Meadowvale Loop (five total last year)

The target date for Trip Matching based on Condition is September 2019.

Wave 2 Connection Routes Live (as of March 12):

- 12 Kingston Rd.
- 25 Don Mills
- 35 Jane
- 96 Wilson
- 512 St. Clair
- 45 Kipling

- 100 Flemington

Wave 3 – In progress:

- 42 Cummer
- 116 Morningside
- 60 Steeles West
- 11 Bayview
- 24 Victoria Park
- 984 Sheppard West Express
- 995 York Mills Express
- 985 Sheppard East Express
- Re-do of five pilot routes

Mode Usage Survey Results:

- Asks customers how they travelled yesterday
- Last week: 25% of Wheel-Trans customers travelled completely on conventional TTC
- YTD rate is 18%

Eligibility

Re-Classification Update

As previously mentioned in February, an Adhoc Subcommittee, along with a Steering Committee (including the TTC Legal and Diversity and Human Rights teams) was established to assist with the reclassifying initiative of 25,000 customers registered before January 1, 2017.

The Adhoc Subcommittee met on March 12, 2019 and looked at the potential of fast tracking certain segments of legacy customers, including those over 85, those with Do Not Leave Unattended designations, those living in long-term care homes, infrequent travellers, and customers with over-sized mobility devices. There were many spirited discussions, and no consensus on fast-tracking, but a clear direction was provided by the members.

To avoid any controversy and allegations of unfairness from customers or advocates, all customers registered prior to January 1, 2017 will be required to go through a full reclassification.

Eligibility is under the purview of Wheel-Trans. As such, all matters related to reclassification going forward will be dealt with by the Wheel-Trans Operations Subcommittee.

The start of reclassification will be delayed to later in 2019. Staff want to first be prepared to meet the challenge from the other major operating change, namely conditional trip matching. A major and ongoing customer communication campaign for both affirmative trip matching and reclassification will commence over the next months, well in advance of the implementation of these significant changes.

The Comprehensive Review of Eligibility Process is currently ongoing, and should be ready for staff review in April.

Access Hubs

The Humber College Access Hub should be ready for a walk-through on April 2, 2019. The next wave of Access Hubs to be constructed are

- Jane/Eglinton SW/NE
- Neilson and Ellesmere SW
- Victoria Park and Ellesmere SE

A meeting was held to address comments from the City at all Access Hubs locations to ease the process of permits. The bulk of construction is expected to be underway in 2019.

Comments and Questions from Committee Members:

A member asked if there was a way that the mode usage survey could capture responses from people who do not have email addresses. Dean Milton indicated that the next round of the mode usage survey would use both phone and email.

A member asked if the TTC was noticing a decrease of riders on Wheel-Trans. Dean advised that, year to date, demand has been flat perhaps because customers are using the accessible conventional service.

A member asked if a full list of Family of Services conventional surface routes and their stops was available. Dean agreed to share the Pilot/Wave One set along with the complete Wave 2 set just launched. Similarly, Staff will share the Wave 3 set when it is ready.

Dean confirmed that all Access Hubs have heaters.

A member asked if the Metrolinx Crosstown LRT was going through Jane and Eglinton. Dean advised that this intersection is included in a future phase of the LRT project. No negotiation with Metrolinx is required at this time for the Jane/Eglinton Access Hub.

A member highlighted that travelling with infants on Wheel-Trans had recently been a hot-button issue in the news. Dwayne Geddes, Manager - Customer Service, provided an update.

A customer wanted to use a car seat for a young child travelling with her on Wheel-Trans. However, there are no tethers with which to strap in a car seat on Wheel-Trans. The current policy asks that adults hold young children on their laps. Dwayne spoke to the customer and took her feedback. He shared the current Wheel-Trans policy and indicated that Wheel-Trans is open to reviewing it. The TTC spokesperson responding to the story had said that they would consult with ACAT on the issue. ACAT requested when this is said that TTC staff contact ACAT, and Dwayne agreed.

A member asked if the new Family of Services routes would mean customers would receive better itineraries when booking. Dean advised that as of March 12, 2019, the Wave 2 routes are all live and would be incorporated into itineraries.

A member asked if it would be a Family of Services trip even if they booked the trip themselves. Dean advised that yes, it would be.

10. Subcommittee Reports and Updates

Communications Subcommittee (CS) – Mary Burton, Chair

A CS meeting was held on March 7, 2019.

Family of Services Stop Pole

Ian Dickson, Manager – Design and Wayfinding, provided a detailed update and answered questions on the Family of Services stop pole. He showed the group a sample of the plaque-holder that would be strapped to the post and explained the information on it. A key goal is communicating to all customers, both Wheel-Trans and conventional service customers, that both kinds of vehicles will be using a stop.

Ian explained that each marker has a different meaning and he reviewed them in detail. Some markings are intended to educate the entire customer base.

The most effective ways to communicate and explain the stops and symbols to transit users were discussed. A PSA campaign was suggested. Ian highlighted the challenge of communicating “what a shared stop is” to the general public until they are actually at such a stop. Heather Brown, Manager – Customer Communications, advised that this info will be in the spring *Access* newsletter for Wheel-Trans. For the general public, communications options include the website and social media. Heather and Ian also agreed to discuss a possible news release with Corporate Communications as part of the larger Family of Services communications plan.

Access Newsletter – Spring Issue Outline

Alicia Sgromo, Project Coordinator – Communications, circulated a draft outline for the *Access* newsletter’s spring issue and welcomed the subcommittee’s feedback. CS always gets to review the full draft newsletter. The same review process was planned for this issue. The draft newsletter would be emailed out to the CS members to comment, either by replying all or individually. There will be a week of turnaround time for edits and recommendations.

Customer Questions from 2018 TTC Public Forum on Accessible Transit

Matt Hagg shared a summary of the communications-related issues and suggestions that customers raised at and around the 2018 TTC Public Forum on Accessible Transit. TTC draft responses for each issue were also reviewed, and the subcommittee’s feedback and input were sought. All subcommittees are reviewing the Public Forum content to provide ACAT feedback on their issue areas.

TTC Communication Methods

Social media:

- TTC website – www.ttc.ca
- TTC Facebook – Toronto Transit Commission
- Twitter – @ttchelps
- Instagram – @ttcinsta

Station Communications:

- Platform Video Screens – On the platforms

- Station Information Screens – In the station
- Signage in Stations – Snap-frames and other places
- PA Announcements – Through speakers at the stations

Paid marketing and advertising:

- StarMetro – The TTC has three half-page ads every week. These have been used to promote the People in Motion Show, TTC Public Forum on Accessible Transit, @TTCtalks on access issues, Family of Services, and Community Bus.

Request Stop Program

CS recommended additional communications about the Request Stop program, suggesting that many people do not know about it.

Anyone travelling alone by bus after 9 p.m. can request a stop. It is available for anyone with or without mobility challenges, as long as it is safe to deploy the ramp, if necessary. It is not available on streetcars because streetcars cannot stop everywhere.

There is a paragraph about it on the TTC website, but it does not mention anything specific about accessibility. The subcommittee asked if the Request Stop Program, including its availability to people with mobility challenges, could be highlighted perhaps through social media.

PRESTO Updates

Heather Brown shared that the TTC will be rolling out PRESTO tickets to vending machines at Lawrence West and Yorkdale stations in early April. These will be limited use, for one ride, two rides or a day pass. There will be a chip in them that is tapped on gates and readers. They will be eligible for the two-hour transfer and geared to infrequent customers, visitors to the city, and those who forgot their card. They are scheduled to be deployed in phases, and should be in all stations by this summer and select Shoppers Drug Mart locations later this year.

Comments and Questions from Committee Members:

A member asked about how the Family of Services bus stop pole symbols were going to be communicated out to customers. It was suggested that this be included in the newsletter and on the Wheel-Trans booking site. CS Chair Mary Burton said this would be taken back to the Communications Subcommittee to pursue the options. It will be included in the TTC Ride Guides available throughout the system.

A member recommended that because the ACAT Information Sessions have been moved to July this year, the sooner people know, the better. This event should be in the next newsletter, on the website, when you call Wheel-Trans, the Ride Line, and everywhere.

A member expressed concern about how a person with a visual impairment could differentiate between stop poles for different services, such as Family of Service and conventional service, located close together. There is a concern that they might stand at the wrong pole and miss their bus.

Ian Dickson, Manager – Design and Wayfinding advised that they are exploring options, including making the base or some aspect of the pole cane-detectable, as well as beacon technology.

A member indicated that the solution must be technology-free. Focusing on cane-detectability presupposes that a person carries a cane, which not all people with visual impairments do.

The option of making one type of stop pole square or square-banded was suggested. It was then discussed whether one would actually need to know there was more than one pole in close proximity if you could clearly differentiate the type of pole.

Ian agreed to take the issue away for consideration. He also indicated that they would look into how frequently two different service stop poles are close together and why they are doing it. There was a suggestion to invite Craig Nicol to the Communications Subcommittee meeting when this is considered.

Ian Dickson then also showed and explained the markings on a Family of Services stop pole. A member asked if the lozenge markings were tactile. They are not and are at too tall a height to be useful as tactile.

A member asked what use the information in the plaque-holder is to a person with a visual impairment and how do they access any of it. Ian indicated that this is being looked at, but the first phase does not yet address it.

A member expressed concern that someone from out of town might not know that Wheel-Trans requires pre-booking and wait at the stop thinking it is coming. It might be useful to add a line to the info at the stop about "advance booking".

There was a request that the stop pole markings and plaque-holder information be sent out to all the members so they can check what information is on it. Ian agreed to do this.

ACAT Chair Mazin Aribi asked members to send their feedback on the stop poles, information and markings to him and the Communications Subcommittee Chair Mary Burton and they could review any rationale to revisit the issues.

There was also a recommendation to take down the plaque-holders from all stops that are not Family of Services because physically they all feel the same. It was agreed to put this on the agenda for the Communications Subcommittee.

Design Review Subcommittee (DRS) – Craig Nicol, Chair

A DRS meeting was held on March 6, 2019.

Easier Access III (EA3) Station Upgrades

Steve Stewart, Project Manager – Easier Access Program, provided an update on current plans for accessibility modifications to Castle Frank and High Park Stations.

a) Castle Frank Station

The EA3 upgrade will provide an elevator from street directly to each of the eastbound and westbound platforms. The flow-through elevators are in the paid area and do not stop at concourse level.

Questions and Comments from Subcommittee Members

Members requested information on elevator glazing for visibility. Staff will report back on details for the station.

Members asked about location of elevator call buttons and the possibility of side approach. Staff to review and report back.

Where new tactile tiles would be added at stairs was discussed. TTC agreed to look at where they currently are in the station and where they can be added.

b) High Park Station

The design presented would have three elevators – one street to concourse and one from concourse to each of the eastbound and westbound platforms. The subcommittee had several reservations about the design. It was agreed that the designer would review seeking other solutions and then return to the subcommittee with an upgraded proposal.

Questions and Comments from Subcommittee Members

Members expressed reservations about the path of travel from elevator E1 (street to concourse). On concourse, the path is narrow and visibility is poor.

DRS spoke about proximity to stairs and escalators resulting in congestion at the upper level of the concourse to platform elevators.

Members asked about a waiting area at the platform level of elevators. This is restricted by the design and train length protection.

2018 Forum Comments – Design Issues

A summary of accessibility issues and suggestions raised at the 2018 TTC Public Forum on Accessible Transit were reviewed. TTC draft responses for each issue were also discussed for DRS feedback and input.

Subcommittee Questions and Feedback:

To aid with directing passengers away from the “ramp” door of streetcars, it was suggested that numbers be applied to each door.

Other Items/New Business

Matt Hagg raised the topic of elevator redundancy asking about what form this could/should take where stations have multiple entrances. The subcommittee suggested that it would be best to have two separate accessible routes rather than having redundant elevators along a single route.

It was reported that Eglinton Crosstown elevator control panel location issues were raised at the Board Chair and CEO quarterly meeting.

It was suggested that the subcommittee review issues around size and design of third-party elevators to aid in wording of agreements with developers.

The next meeting of the Design Review Subcommittee is scheduled for Wednesday, April 3, 2019.

Service Planning Subcommittee (SPS) – Anita Dressler, Chair

A SPS meeting was held on March 6, 2019. Anita Dressler was elected Subcommittee Chair.

Dean Milton, Manager – Strategic Initiatives, provided an update on the Wheel-Trans 10-Year Strategy. Family of Services shared stops, tactile markings, and advertising of new poles and markings were discussed, with some issues referred to the Communications Subcommittee.

There was a discussion regarding the markings of poles for users of the system with visual impairments.

There was an overview of the new routes being added to Family of Services in March providing more transfer options. Wheel-Trans will be reviewing legacy customers under the new eligibility requirements.

An overview of current and future Access Hubs was provided. All hubs take time to construct as permits, design, construction and communication are involved.

TTC/Wheel-Trans will participate in the Abilities Expo event Friday to Sunday, April 5 to 7, 2019 at the International Centre. There will be an ACAT booth.

TTC/Wheel-Trans will participate in the Access Expo event Thursday and Friday, June 6 to 7, 2019 at Variety Village. There will be an ACAT booth. This event is replacing the People in Motion event.

The update of the Accessibility Plan will be finalized on April 1, 2019 and presented for approval at the TTC Board Meeting on May 8, 2019.

The next meeting of the Service Planning Subcommittee is scheduled for Wednesday, April 3, 2019.

Wheel-Trans Operations Subcommittee – Sam Savona, Chair

A WTOS meeting was held on March 14, 2019.

Grace Sabilano, Senior Communications Specialist, and Alicia Sgromo, Project Coordinator – Communications circulated a draft outline of the spring Access newsletter. They advised that it had been discussed the previous week at the ACAT Communications Subcommittee meeting. The outline also included some ACAT member suggestions made before then. They asked for the group's input and feedback.

Andrew Piggott, Senior Foreperson – Bus Maintenance, Lakeshore Garage, provided an update on the new bus delivery. Thirty ProMaster buses are scheduled for delivery starting mid-to-late April through August.

Charlene Sharpe, Assistant Manager – Planning and Policy, provided an update on the new self-booking website. There was a service upgrade on February 24, 2019 which addressed the

screen-reader issue and has now been corrected and is working properly. The “support person” wording and definition are now consistent with the AODA and across regions. “Be ready at” has been changed to “pick-up time” to be clearer.

Charlene Sharpe also provided an update on Wheel-Trans stops and landmarks. She advised that she tries to deal with issues regarding Wheel-Trans stops and landmarks as she becomes aware of them on a case-by-case basis. She requested that if WTOS know of any, to advise her. When particular issues are identified, they can be addressed.

WTOS indicated that there is an ongoing issue with drivers not reading their run sheets. Staff agreed, stating that detailed notes will be there if the landmark is used. And if the landmark is not used, there is a space for the customer to write in notes.

A member raised concerns about the Wheel-Trans functional assessments being done at Sunnybrook, particularly the length of the assessments being too short. Lodon Hassan, Assistant Manager – Customer Service, Wheel-Trans, advised that he would invite Sunnybrook to present an overview of the functional assessments to WTOS. This will give WTOS the opportunity to review the concerns with the occupational therapists performing the assessments. Lodon said he would aim to arrange it for the next WTOS meeting on April 12, 2019.

WTOS members brought up that now, when they book a round trip and only get one part of the trip, they must put both parts on the wait list instead of putting just the one part of the trip they did not get. Staff are concerned that some riders will assume they will have both trips and end up stranded. So, to avoid this from happening, riders will have to put both parts on the waitlist. Riders can book one-way trips and still have that option.

WTOS members asked a series of related questions mainly regarding long wait times, issues with the call-back queue, and the on-hold wait music.

Lodon Hassan provided information:

- Call-back not working as designed – The TTC is aware of the call-back issues. Wheel-Trans is working with the vendor and internal IT team to fix call-back issues.
- Priority Line – This line itself is working fine, but there is a resource issue that is causing wait times up to 30 minutes.
- Wheel-Trans Reservations is adding 15 additional Reservationist positions. In two to three months, all 15 new Reservationists should be trained and ready to take calls.

Lodon raised one additional item of new business. He shared a summary of customer issues and staff responses from the 2018 TTC Public Forum on Accessible Transit. WTOS will review and send their feedback to him.

The next WTOS meeting is scheduled for Friday, April 12, 2019 at 580 Commissioners Street.

Comments and Questions from Committee Members

A member questioned whether the disparity in stop identification and description information had been addressed, and recommended that Wheel-Trans audit all the stops so that drivers, Reservationists and customers had the same info. Charlene Sharpe advised that they had done this. She added that there is only one stop location now at each subway. When the stop is in a bay, only vehicles allowed to enter the bay will service those stations – so, no sedan taxis will

service those stations.

A member asked for confirmation that add-on trips get all of the identification and description information details and notes as well. Charlene confirmed that these operators get all of the notes.

11. ACAT Subcommittee Meeting Highlights for the Next TTC Board Meeting

CS:

- Request Stop Program

DRS:

- Easier Access 3 Designs for Castle Frank and High Park stations

WTOS:

- Wheel-Trans Functional Assessment
- Wheel-Trans Telephone System
- Wheel-Trans Self-Booking Site

12. Report on Customer Liaison Panel (CLP), Anita Dressler, ACAT Representative

No CLP meetings were held since the last ACAT meeting.

13. Report on ACAT Executive Quarterly Meeting with TTC CEO and Chair

The ACAT Executive Quarterly meeting was held on March 5, 2019 which was attended by TTC Chair Jaye Robinson, TTC Vice-Chair Alan Heisey; Rachel Van Fraassen, Senior Assistant to Jaye Robinson; Kirsten Watson, TTC Deputy CEO – Operations; Eve Wiggins, Head of Wheel-Trans; Dwayne Geddes, Manager – Customer Service, Wheel-Trans; and the ACAT Executive.

This being the first meeting with the new TTC Chair Jaye Robinson, the ACAT Executive highlighted the excellent relationship that ACAT has had with the TTC Board and staff and expressed a desire to continue to build on the relationships.

Update and Progress on the ACAT Motion Regarding Metrolinx Eglinton Crosstown LRT Elevator Controls:

Regarding the motion on the Metrolinx ECLRT elevator controls, ACAT Executive requested that TTC leadership stay on top of this item as an important accessibility issue. The ACAT Executive added that senior TTC Engineering staff are working with Metrolinx to resolve it.

The request was accepted by TTC Chair Jaye Robinson and Vice Chair Alan Heisey who noted the importance of consistency in accessible transit. Alan Heisey observed the lack of consistency between the systems that Metrolinx and the TTC operate.

Accessibility (Provincial) – Subways, Elevators, AODA Legislation:

The ACAT Executive impressed on the TTC Board the importance of raising accessibility issues with the Province when both parties meet to discuss the possible subway upload to the Province. Particular examples for discussion were the Province's commitment to accessibility in

general and specifically to installing elevators in all TTC stations by 2025. Will the Province make accessible improvements beyond elevators and will it consult with citizens and ACAT on improvements, maintenance and expansion of the subway and LRT systems?

The ACAT Executive emphasized ACAT's expertise developed over the years, and in consultation with the TTC, and that it has been an ongoing and collaborative relationship. The Executive also introduced into the discussion a concern about continued integration of the Family of Services if subways are uploaded to the Province.

TTC Chair Jaye Robinson said she would bring these points to the attention of the Mayor, TTC CEO Rick Leary, and the City Manager at their next meeting. She also said she is trying to set up a meeting with the provincial Minister of Transportation, and these items will be added to the agenda.

Winter Infrastructure Support for Accessibility in Toronto Transit:

The ACAT Executive heard many complaints from people with disabilities and seniors about the quality and standards of snow removal from sidewalks and transit stops, making the transit system inaccessible this past winter.

TTC Chair Jaye Robinson readily acknowledged that snow clearance this year was badly mishandled operationally; including the length of time it took to remove snow after it had fallen. She committed to ensuring that accessibility issues are front and centre going forward.

TTC Staff Support for Upcoming GTHA Accessibility Advisory Committee Meeting:

This item was met with questions from TTC Chair Jaye Robinson and Alan Heisey which required ACAT to provide background on Metrolinx's Accessibility Advisory Committee and its relationship with ACAT. It was noted that an ACAT member sits on Metrolinx's Accessibility Advisory Committee.

Eve Wiggins briefed the group on a regional paratransit working group facilitated by Metrolinx which has a Memorandum of Understanding recognizing eligibility across jurisdictions, and is working to improve connections and their timing.

Last year, ACAT approached three municipalities and Metrolinx and had a successful meeting with much interest from other municipalities. TTC Board Member Jennifer McKelvie attended an ACAT meeting and expressed interest in receiving an invitation to the meeting being planned for this year. TTC Chair Jaye Robinson also expressed an interest in attending the meeting provided there is not a scheduling conflict with a Council meeting.

The next ACAT Executive Quarterly meeting is scheduled for June 6, 2019.

Comments and Questions from Committee Members

A member recommended that ACAT members write to their Members of Provincial Parliament in their capacity as individuals, underlining that this is a critical time.

A member expressed that they did not want to go back to a time when accessibility was an afterthought or a fight.

14. Report on TTC Board Meeting and Accessibility Matters

No TTC Board Meeting was held in March. The next meeting will be Thursday, April 11, 2019.

15. Review of Correspondence

A Wheel-Trans customer email was received via a former ACAT member. It recounted a personal experience of not being able to hear on the Priority Line, and recommended a Priority Line texting option.

Lodon Hassan, Assistant Manager-Customer Service, Wheel-Trans, advised that a Priority Line email address had now been set up. It is monitored on a minute-by-minute basis by Shift Supervisors. They are working on a text option, and a chat function, but the email was a first tool that could be activated faster. The email will be shared with ACAT and communicated out to customers, via the self-booking website.

A member indicated that there used to be a TTY number a long time ago and asked if there still was. Lodon advised that there is not.

Another member suggested that having an email option presupposes that customers have data on their phones, and that text is better.

An additional member expressed concern about seniors who do not know how to text and do not know how to use digital phone technology.

A member queried whether one could book a Family of Services trip via email, which you cannot. They requested that text capability be explored for all current phone call options. Lodon agreed to take this request back for consideration.

16. Other / New Business

Retraining Operators, Fare Inspectors and Transit Enforcement Staff

A member asked when the retraining of bus Operators would start again. They recently had a hard time getting a bus driver to put out the ramp for them. ACAT members also asked if and when fare inspectors and Transit Enforcement staff would be trained. A recent story was shared of a Wheel-Trans driver using the accessible washroom at a TTC building as an example of the need for greater awareness and best practices.

Matt Hagg advised that training for Streetcar Operators starts in mid-May, while Bus Operator recertification is on hold.

The Need for Communication For People To Feel More Comfortable Using The Subway With Mobility Devices

A member expressed that the tips on the accessibility area of the website do not go far enough in helping people to feel more comfortable using the subway with mobility devices. More could be added, such as minimum wheel-size recommendations. These could also be shared with people who register for Wheel-Trans, Family of Services users, and mobility device equipment providers.

Heather Brown, Manager – Customer Communications, suggested possibly including it in the Travel Training. It was recommended that more of the Travel Training be put into the tips, as many people will travel and not take the training.

Members and staff discussed the Travel Training program. There are perceptions that the training is only for Wheel-Trans customers, when it is actually open to everyone. There have also been interpretations that the program was not suited for people with cognitive disabilities. Members advised that if the program is open to everyone, it should be advertised. Staff indicated that, at the moment, there is one trainer.

The issues of tips, training and related efforts were referred to the Wheel-Trans Operations Subcommittee and the Communications Subcommittee, including how to get the messages across and if there are enough resources. Heather Brown advised that she had reached out to her team to get started.

Remarks by a Member About an Accident That Occurred in a TTC Station on March 7, 2019

After the most recent Communications Subcommittee, an ACAT member lost consciousness and fell at Dundas Station, sustaining injuries. The TTC staff member who attended at the station was very professional and caring. The ACAT member has contacted TTC Customer Service with a commendation.

Members asked whether some type of recognition on behalf of ACAT would also be appropriate. With the agreement of the affected person, ACAT members agreed to send a letter of thanks and commendation on behalf of ACAT. It was stated that this underlines the importance of having supports in place by the TTC when something like this goes wrong when a person is travelling.

17. Next Meeting

The next meeting of ACAT will be held on Thursday, April 25, 2019 from 1:00 p.m. to 3:30 p.m. at 1900 Yonge Street, 7th Floor Boardroom.

18. Adjournment

On a motion by Sam Savona, the meeting was adjourned at 3:35 p.m.

Stephanie Power
Recording Secretary