



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

September 16, 2015

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 June 25, 2015 and July 30, 2015 General Monthly meetings to the September 28, 2015 Board Meeting for information (attached).

Thank you.

Sincerely,

Mazin Aribi
2015 ACAT Chair

Attachments

TORONTO TRANSIT COMMISSION

COMMITTEE MINUTES

Minutes of Meeting: Advisory Committee on Accessible Transit
Meeting No. 292

Meeting Date: Thursday, June 25, 2015

Location: 7th Floor Boardroom
1900 Yonge Street

Present: Mazin Aribi, Chair
Angela Rebeiro, Co-Vice Chair
Nicole Cormier, Co-Vice Chair
Judy Berger
Karma Burkhar
Raymond Dell'Aera
Joan Jordan
Marian McDonell
Bobbi Moore
Craig Nicol
Tim Rose
Sam Savona
Valdo Tammark
Howard Wax

Regrets: Margaret Hageman

TTC Representatives: Matt Hagg
Dean Milton
Gail Mahon
Sal Maltese
Joanne DiBiase

Copies:

- Andy Byford
- Richard Leary
- Chris Upfold
- Kirsten Watson
- Susan Reed Tanaka
- Vince Rodo
- Brad Ross
- Gary Shortt
- Mitch Stambler
- TTC Board Members

Items Discussed:

1. Call to Order / Attendance
2. Declaration of Conflict of Interest
3. Approval of Agenda
4. Review and Approval of May 28, 2015 Minutes
5. Business Arising Out of Minutes / Outstanding Items
6. Deputation: Nil
7. Subcommittee Reports and Updates
8. Report on TTC Board Meeting and Accessibility Matters
9. Report on Customer Liaison Panel
10. Culture of Accessibility Summary
11. Report on ACAT Executive Quarterly Meeting with CEO and Chair
12. Operator Recertification Training
13. Review of Correspondence - Nil
14. Other / New Business
15. Next Meeting – July 30, 2015
16. Adjournment

Items Discussed:

1. Call to Order / Attendance

The meeting was called to order at 1:00 p.m. and attendance was taken.

2. Declaration of Conflict of Interest

Nil.

3. Approval of Agenda

The Committee reviewed and accepted the Agenda.

4. Review and Approval of May 28, 2015 Minutes

On motion by Sam Savona and seconded by Joan Jordan, the minutes were approved with the following amendments:

- Page 4, Item 7, the second bullet point should read: “Customers with mobility devices using conventional system, but there are only two mobility device positions on the bus: To deal with this issue, there will be extra Wheel-Trans vehicles on standby at certain stations...”
- Page 4, Item 7, the last line should read: “Tim Rose asked if customers can still take Wheel-Trans to the opening ceremonies. TTC Staff replied that rides could be arranged through the Call-One Centre at 844-727-2663 844-PARA.”
- Page 5, Item 8, top paragraph should read: “The new elevator is a flow through as opposed to the current one which has one door. A new accessible subway entrance will be separate from the Sheppard Centre entrance.”
- Page 6, Item 9, third paragraph should be changed to read, “Nicole Cormier pointed out that, under the AODA, there is a requirement for training around communications.”

5. Business Arising Out of May 28, 2015 Minutes:

The Committee reviewed the Outstanding Items List:

- Item: PRESTO Accessibility Features – Still Ongoing.
- Item: Accessibility at Bus Bays – No change.
- Item: Accessibility at Transit Stops – Revision made to April 30, 2015 Update
- Item: Gap Between Subway Trains and Platforms - Craig Nicol reported that DRS still wishes to re-examine the horizontal gap. The vertical gap solution has been implemented in both north and south directions at Eglinton Station.

There was some discussion among the Committee members as to whether or not there should be a communications strategy regarding the gap solution such as an announcement inside the train or an advertisement on the platform and whether or not the Communications Subcommittee should be involved. The Committee agreed that while an onboard announcement is impractical, it is worth looking into having an advertisement on the platform.

- Item: Legends on Maps over TR Train Doors – Ongoing.
- Item: Tracking of Reduced Fare Issues response - There was an update at the ACAT Executive Quarterly Meeting addressing this. Please refer to Item #11.
- Item: Accessibility Flash Cards – Ongoing. The Committee attempted to reduce confusion between Accessibility Flash Cards (the blue and white cards with the universal symbol of access) and the new proposed Travel Assistance Cards (intended for customers with invisible disabilities). The Travel Assistance Cards are a part of ongoing, larger accessibility initiative.

6. Deputation

Nil.

7. Subcommittee Reports and Updates

Design Review Subcommittee (DRS) – Craig Nicol, Chair

DRS did not hold a regular meeting but made a site visit to Hillcrest Yard on June 10, 2015 to review a protective guard for the ramp request button on the low-floor streetcars. The guard would be installed at the buttons in the mobility device seating area and is intended to prevent accidental activation by ambulatory customers. DRS recommended alterations to the guard, reducing the amount of the vertical bar i.e. remove the centre portion to ensure access to the button from either side.

DRS assessed and commented on a revision to the pre-boarding announcement volume which would be intended to reduce the impact on residents living adjacent to TTC stops. DRS recommended an ambient noise adjustment system be incorporated and in the interim having two volume levels: loud between 7 am and 7 pm and reduced for all other hours. Further, it was recommended that the streetcar pre-boarding announcements match that of the bus fleet with announcements repeating when dwell time exceeds 20 seconds.

Finally, there was a revision to include the handhold which DRS had recommended at club seating to assist persons seated next to the window to arise from their seat. This is still in the design phase.

The next meeting will take place on July 8, 2015.

Communications Subcommittee (CS) – Marian McDonell, Chair

The Subcommittee met on June 19, 2015 and the following items were discussed and updated:

- The ACAT Brochure

CS members reviewed and recommended a number of changes to the ACAT Brochure that was distributed at the People in Motion Show. Long sentences and extraneous information were the primary concern.

The members were asked to send any additional feedback to Customer Communications staff, by Friday, June 26, 2015 and a new draft will be produced based on that feedback.

- Safety Campaign Update

Cheryn Thoun, Head of Customer Communications, and Alicia Fowlie, Communications Specialist, described the pedestrian safety campaign that is being worked on. The campaign, which is focused both internally to TTC staff and externally to the public, addresses danger spots and dangerous behaviors that lead to unsafe interactions. Campaign posters were circulated and more posters will be created. Customer Communications asked for feedback concerning key issues that CS needs addressed in the future component of the external campaign. Members discussed issues concerning the ramp being deployed and courtesy between customers. The Subcommittee's suggestions will be incorporated into the safety campaign. The department's progress will be presented to CS by August, 2015.

- New Streetcar Accessibility Features Video

Mazin Aribi suggested that the streetcar video should coincide with the launch of the new streetcar on Bathurst. At the same time, a video could be produced concerning the accessibility of buses. Alicia Fowlie and her team resolved to develop a document with essential shots, moments, and visuals from which the narration will be based and which should be ready in time for the August Communications Subcommittee meeting. Marian McDonell, CS Chair, requested that members email their suggestions to her to be compiled for the next CS meeting.

At this point, CS discussed the differences between streetcar and bus issues as well as the overlap. It was agreed that, as the new streetcars are rolled out and issues are identified by Committee members, they should forward them to the ACAT Executive and Matt Hagg.

- Flash Card Update

Mostafa Omran, Customer Development Manager, and his department are developing a "Travel Assistance Card," a flash card for individuals with invisible disabilities. The "Travel Assistance Card" is not the same as the blue flashcard that was handed out at the People in Motion show. The consensus among TTC staff was that the Travel Assistance Card expands on the pre-existing blue flash card rather than replacing it.

- TR Maps and Accessibility

In previous Communications Subcommittee meetings and ACAT General meetings, there have been concerns regarding the readability of the new TR maps, especially with respect to accessibility information. Cheryn Thoun reported that Ian Dickson, Manager - Design and Wayfinding, and his team are looking at the issues and will report to the Communications Subcommittee after the Pan Am Games.

- New Business – Style Guide

Cheryn Thoun reported that she and Deborah Brown have produced style guides to help staff write more clearly and consistently, especially for external audiences. They are exploring various resources to ensure that the correct terminology around disability and accommodation is being used appropriately. Currently, the guide is being circulated internally and then it will be brought to ACAT. The document is to be presented as a booklet and will also be available online.

Questions and Comments from the Committee

The Committee discussed whether there might be communications work to do at Union Station due to concerns about inadequate signage regarding accessible routes. It was suggested that an audit of Union Station's accessibility features be added to the agenda in the future.

Wheel-Trans Operations Subcommittee (WTOS)

No meetings were held since the last ACAT meeting. The next meeting is scheduled for July 9, 2015.

Service Planning Subcommittee (SPS) – Valdo Tammark, Chair

SPS met on June 3, 2015 to review the Highway Traffic Act (HTA) as it pertains to the new low-floor streetcars with Jim Sinikas, Strategy and Service Planning Department.

The HTA states that no vehicle, bicycle, horse and carriage, or horseback rides are allowed to pass the front or rear door of a streetcar when open. The HTA is already out of date because articulated streetcars have three doors and the new streetcars have four. After some discussion, it was felt that if the HTA were to be changed so that the words "front" and "rear door" were changed to "any door", it would solve the problem. TTC staff said they would get the wheels in motion to advise the MTO of the change needed to the HTA.

There was a discussion of when the new streetcars start boarding and de-boarding on the road and how an Operator would know that a passenger standing at a rear door was indeed waiting for a streetcar. SPS also has an outstanding item covering four questions on policy and procedures around the new streetcars. A fifth question regarding picking up passengers who are not standing by the stop pole will be added.

Finally, Matt Hagg brought an item of new business to the Subcommittee - the temporary relocation of bus stops during construction. It was decided that Supervisors will add the location of the temporary stop on "Not in Service" marker on original stop pole, as well as the location of the nearest accessible stop (if the temporary stop is inaccessible).

8. Report on TTC Board Meeting and Accessibility Matters

The TTC Board Meeting took place on Monday, June 22, 2015, at Toronto City Hall. The meeting was attended by ACAT members Mazin Aribi, Angela Rebeiro, Nicole Cormier, Sam Savona, and Valdo Tammark. Topics included Metrolinx's GTHA trip planner, Triplinx, PRESTO, TTC Board Member attendance at ACAT meetings, Renovations at Union, Wheel-Trans and growing service demands, the Highway Traffic Act (HTA) amendment, a pilot project to assess traffic violations by motorists at stopped streetcars, and streetcar safety more broadly.

There was a concern among the Committee regarding Chris Upfold's PRESTO presentation. The idea of a "tap on, tap off" system, such as those found on GO Transit, can be a challenge for people with disabilities as finding a place to tap off can be difficult.

9. Report on Customer Liaison Panel (CLP) – Tim Rose

The Customer Liaison Panel met on June 17, 2015. The majority of the meeting was taken up

by a presentation and product testing by TTC Staff of the new e-ticketing system planned for the Pan Am Games. The system will allow for group and day passes to be downloaded to devices and then showed to Collectors at boarding and de-boarding. There was a thorough presentation with iPhone and Android examples and a demonstration of a web online marketplace for electronic passes. Tim Rose asked if the new system was compliant to WCAG 2.0 (Website Content Accessibility Guidelines 2.0) and they replied that they did not know. There was a concern that accessibility was an afterthought because the system will be rolled out on July 8, 2015 and there will be no opportunity to change it before then.

Other meeting highlights included concerns around the lack of alternative route information at the street to concourse level elevator at Dufferin Station during an elevator outage. Service Planning was asked to look into that.

There are six new members of Customer Liaison Panel.

Questions and Comments from the Committee:

Craig Nicol inquired whether the new e-ticketing system was just for the Pan Am Games or for the TTC beyond the Games. Tim Rose replied that it was being launched for the Games but that it would go beyond.

Craig Nicol suggested that accessibility around the e-ticketing system should be a priority for ACAT.

There were concerns about new systems being introduced to ACAT without sufficient time for them to give feedback prior to release dates. Matt Hagg clarified that the new e-ticketing system is going to the Design Review Subcommittee and that changes should be possible in future iterations of the software.

Concerns were raised about the extent to which ACAT members can comment on code and assistive technology-reliant solutions. Perhaps, ACAT will need to recruit members who use assistive technologies (i.e. keyboard only, onscreen typing, JAWS).

Marian McDonell said that WCAG 2.0 level A is an AODA requirement. Tim Rose added that the parent site is WCAG 2.0 compliant, but the online marketplace may not be.

It was again suggested that ACAT recruit users of assistive technology. It was also pointed out by ACAT members that the TTC already uses the services of a web accessibility consultant.

10. Culture of Accessibility Summary

Nicole Cormier reported on an in-camera "Culture of Accessibility" meeting that took place on April 30, 2015 to allow ACAT membership to discuss wider, systemic issues.

A culture of accessibility was defined as an environment that, among other things, encourages and promotes accessibility.

Themes that emerged from the meeting included:

- Accessibility must be a forethought not an afterthought
- There is a need to move beyond minimum standards provided by legislation

- Public education is essential to improving the experience for people with disabilities

On motion by Nicole Cormier and seconded by Howard Wax, ACAT agreed to table the discussion of the next steps until after the ACAT Executive Quarterly Report to see whether further meetings are necessary or if these themes are being addressed in ACAT's normal course of business.

11. Report on ACAT Executive Quarterly Meeting with CEO and Chair

Nicole Cormier reported on the ACAT Executive Quarterly Meeting that took place on June 1, 2015 with TTC CEO Andy Byford, TTC Chair Josh Colle, TTC Vice Chair Alan Heisey, and Eve Wiggins, Senior Manager - Wheel-Trans.

Fare Policy

The TTC Board motion regarding Fare Policy was discussed, including the recent motion by ACAT to request ACAT involvement in the consultation process. It was agreed that Chris Upfold was the right person to ensure that the City includes ACAT in the consultation as he is the contact with Deputy Mayor Pam McConnell. Andy Byford confirmed that Chris Upfold is aware to include ACAT, and he would reinforce it along with the recommendation that the City include ACAT in consultation.

Boarding and De-Boarding

Improvements to accommodate customers with mobility devices to board and de-board on the conventional system were discussed. All agreed that pavement markings were beneficial. Alan Heisey added that other locations such as the bicycle lanes on Sherbourne may be another potential location. The ACAT Executive requested that it starts with the bus bay platforms because there are so many stops to cover. It was also observed that stops on City property would have to include arrangements with the City. Josh Colle agreed to take this to Sena Roth who handles markings.

Street Furniture

The boarding and de-boarding discussion also expanded to problems with the placement of street furniture. It was agreed that establishing standards for clear width and maneuvering space in boarding and de-boarding areas would be beneficial. Josh Colle agreed to investigate the process to implement this recommendation.

By-Law and Education for Priority Boarding

Alan Heisey questioned whether or not there is a TTC by-law requiring that persons with disabilities are to board vehicles first. There was an agreement to consult with the appropriate Legal department on the matter.

It was also agreed that public education was necessary and that an upcoming customer courtesy campaign should include references to priority boarding and priority seating.

The ACAT Executive will follow up with the TTC Board Members and CEO to note that the subsequent review of TTC By-Law No. 1 indicates that by erecting signage about priority boarding, Section 3.13 would make it enforceable as follows:

- 3.13 No person, unless otherwise authorized, shall do any act in contravention of instructions,
- a) on any sign erected on TTC property;
 - b) on any painted markings on TTC property; or
 - c) of a proper authority who considers them necessary to,
 - (i) ensure orderly movement of persons;
 - (ii) prevent injury to persons;
 - (iii) prevent damage to TTC property;
 - (iv) make available a seat in the designated priority seating area to a person who is disabled or has a physical limitation requiring priority seating; or
 - (v) permit proper action in an emergency.

TTC Board Support of ACAT

Several topics regarding TTC Board support of ACAT were addressed.

- It was agreed that use of language that promotes respect and dignity was important. ACAT was concerned that a Deputant at the May 2015 TTC Board Meeting referred to people with disabilities as “wheelchairs”. In future, ACAT would like such derogatory terms be corrected, and proposed that increasing accessibility awareness among Board Members would enable them to identify the need to call a point of order to redress such an issue. Josh Colle agreed to look into whether Board Members have received AODA training as members of the business community, or in their roles on Council.
- It was felt that the organization was working well to address requirements such as those pertaining to stations and elevators. Josh Colle suggested that a review should take place on all AODA requirements applicable to the organization and the Board, and a presentation to the Board should take place on an upcoming agenda.
- It was agreed that the Board should identify a member that will specialize in or sponsor accessibility as a key priority.
- It was agreed to add knowledge of accessibility as a recruitment criteria for at least one citizen member of the Board.
- There was a suggestion to investigate whether the ACAT Chair should be an ex-officio member of the TTC Board, who sits at the table, and contributes to the conversation but is not a voting member.

Updates

- Highway Traffic Act and boarding and de-boarding of new streetcars is being actioned. A resolution is expected to be long in coming due to the complexity of the issue.
- The TTC Board is aware of the concerns about lift-equipped paratransit buses and was reminded of a motion that was made to avoid purchasing lift-equipped buses. Mr. Byford committed to continue consulting ACAT extensively on any new vehicles being considered for Wheel-Trans when it comes time to replace the fleet.
- The ACAT Executive provided an update on the Culture of Accessibility discussion among ACAT members that identified “accessibility as a forethought”, and “public education” to be the key themes.
- ACAT introduced the information package for Board Members and Josh Colle requested that he receive a digital copy, which has since been done.
- It was discussed that the audio in the conference room at 1900 Yonge Street is poor. In response to this, Andy Byford committed to have the existing equipment or upgrades evaluated. T-coil systems were discussed as improving the experience for people with hearing loss who have compatible assistive technology.

The next meeting will be held on September 15, 2015.

Questions and Comments from the Committee:

ACAT members wished to discuss the TTC Board support of ACAT in more detail. They discussed the Board Members' attendance at ACAT meetings versus having an ex-officio of ACAT to sit on the Board as well as having a future timeline for Board Member attendance at ACAT meetings.

ACAT members wished to discuss employment equity, what the current levels are, and how they can be improved. There were also questions about civilian Board Members' knowledge of accessibility issues and policies to support their presence on the TTC Board.

12. Operator Recertification Training

Gail Mahon, Senior Instructor – Bus Transportation, Sal Maltese, Manager of Training, and Joanne DiBiase, Head of Training and Development presented “Serving Customers with Disabilities” as part of the Operator Recertification Training with specific focus on the ways in which it supports accessibility awareness among Operators. ACAT's previous participation in the Bus Recertification sessions has resulted in a room for more material on accessibility. Bus Operators previously received a 25-day training and a recertification training every five years. This has been changed to every three years.

Problems were identified with the previous recertification processes, such as they were found to be inconsistent, there was not always someone present from ACAT, and important content was missed. The new recertification programme was presented and ACAT's feedback was requested. Below are the highlights of the presentation:

- People with disabilities will make up 20% of the population in 20 years
- 47% of seniors have disabilities
- This number will continue to increase with an aging population
- The AODA outlines the commitment to ensure that the same opportunities exist for people with disabilities
- The AODA benefits all Ontarians
- Accessibility is customer service standard

ACAT and its Subcommittees are discussed in the training, which provides background material on ACAT's composition and the work assigned to each Subcommittee.

The presentation included guidelines for communicating with customers with disabilities such as not needing to know the cause or nature of a customer's disability, but rather how they can be helped when boarding and de-boarding TTC vehicles.

Guidelines which included treating customers as adults, speaking to the customer, not the interpreter, and listening for instructions when offering assistance were discussed. Other topics discussed included:

- Boarding customers with physical disabilities
- Guidelines for communicating with customers with hearing, vision or sensory loss, speech or sensory disability intellectual disabilities, mental disabilities, and learning disabilities

- Service delays and high needs disabilities.

Questions and Comments from the Committee:

The Committee thanked and congratulated the presenters on their work.

ACAT inquired whether the Training Department's work deals specifically with Operators or all employees. Joanne DiBiase replied that while AODA training is covered in all TTC's staff training, some of it is carried out by Human Resources (Employee Development Training, for example).

There was some discussion about ACAT's involvement in Customer Service Training.

ACAT Members pointed out that while the five basic types of disabilities were covered in the training presentation, invisible disabilities were not addressed. Individuals with invisible disabilities should not be put in a position where they have to justify it. Joanne DiBiase replied that her team will add content to address invisible disabilities.

ACAT Members remarked that the term "high needs" may not be the ideal way of putting it. This point was acknowledged by TTC staff.

ACAT members were invited to review the slides, and forward their feedback to ACAT Chair Mazin Aribi who will compile and forward to the Training Department.

13. Review of Correspondence – Nil

14. Other / New Business – Nil

Deferred to next meeting.

15. Next Meeting

The next meeting of ACAT will be held on Thursday, July 30, 2015, from 1:00 to 3:30 p.m. at 1900 Yonge Street, 7th Floor Boardroom.

16. Adjournment

The meeting was adjourned at 3:27 p.m.

Chris Landry
Recording Secretary

TORONTO TRANSIT COMMISSION

COMMITTEE MINUTES

Minutes of Meeting: Advisory Committee on Accessible Transit
Meeting No. 293

Meeting Date: Thursday, July 30, 2015

Location: 7th Floor Boardroom
1900 Yonge Street

Present: Mazin Aribi, Chair
Angela Rebeiro, Co-Vice Chair
Nicole Cormier, Co-Vice Chair
Judy Berger
Karma Burkhar
Joan Jordan
Marian McDonell
Bobbi Moore
Craig Nicol
Tim Rose
Sam Savona
Valdo Tammark
Howard Wax
Margaret Hageman

Regrets: Raymond Dell'Aera

TTC Representatives: Matt Hagg
Dean Milton
Eve Wiggins, Head of Wheel-Trans
Valerie Albanese, Head, Diversity & Human Rights
Karen Kuzmowich, Diversity Lead, HRC
Vivian Wei, Diversity Research Assistant
Mireille Macia, Director, Employment Services
Marika Fraser, Diversity and Outreach Specialist, HR

Guests: Sasha Pejdic, Project Manager, Parsons Brinckerhoff

Copies:

- Andy Byford
- Richard Leary
- Chris Upfold
- Kirsten Watson
- Susan Reed Tanaka
- Vince Rodo
- Brad Ross
- Gary Shortt
- Mitch Stambler
- TTC Board Members

Items Discussed:

1. Call to Order / Attendance
2. Declaration of Conflict of Interest
3. Approval of Agenda
4. Review and Approval of June 25, 2015 Minutes
5. Business Arising Out of Minutes/Outstanding Items
6. Deputation: Liana DiMarco
7. Presentation – TTC’s Diversity Plan
8. Election of ACAT Representative to the Transit Fare Equity Committee
9. Subcommittee Reports and Updates
10. Report on TTC Board Meeting and Accessibility Matters
11. Report on Customer Liaison Panel
12. Wheel-Trans 10-Year Plan / Wheel-Trans Program Review
13. Culture of Accessibility
14. Review of Guidelines – Recording Minutes at ACAT Meetings
15. Review of Correspondence – Nil
16. Other / New Business
17. Next Meeting – August 27, 2015
18. Adjournment

1. Call to Order / Attendance

The meeting was called to order at 1:05 p.m. and attendance was taken.

2. Declaration of Conflict of Interest

Nil.

3. Approval of Agenda

On motion by Tim Rose and seconded by Howard Wax, the agenda was approved.

4. Approval of June 25, 2015 Minutes

On motion by Sam Savona and seconded by Tim Rose, the June 25, 2015 minutes were approved with the following amendments:

- Page 4, 2nd paragraph, "Item: Tracking of Reduced..." should be expanded to include the words, "please refer to item 11."
- Page 4, 3rd paragraph, 2nd line, should read "(the blue and white cards with the international symbol of access)"
- Page 11, Item 13 Report on Relief Line Stakeholder Advisory Group Meeting, should be removed altogether. While there was a report provided on paper, it was not addressed aloud at the meeting. It should also be removed from "Items Discussed"
- Page 11, Item 15 Other / New Business, "Nil" should be changed to, "Deferred to next meeting."

5. Business Arising Out of Minutes/Outstanding Items

Deferred to the next meeting.

6. Deputation: Liana DiMarco

Liana DiMarco described an issue that she has experienced with respect to service dogs on Wheel-Trans taxis.

In the past six months, Liana DiMarco experienced three incidents in which she has felt that her service dog's safety was not respected. It is her belief that Wheel-Trans needs to be more proactive in disciplining and demanding compliance from drivers around service animals.

In one instance, Liana DiMarco described her boarding a partially full vehicle in which her dog was forced to squeeze by a very narrow and confining space. When the service dog got on a seat to navigate the space more easily, she was sternly told to "get the dog off the seat." The dog was made to sit in a small space between a wheelchair and the back of the vehicle which she felt showed a lack of regard for the animal's safety.

Questions and Comments from the Committee:

A member of the Committee wished to know whether Liana DiMarco would prefer the dog to be on the seat.

Liana DiMarco replied that she would be fine if it were the seat or sufficient space on the floor provided that it is safe.

A member of the Committee wished to know on what kind of vehicles these incidents took place.

Liana DiMarco replied it was on contracted taxi cabs and minivans, not TTC Wheel-Trans buses.

The Committee thanked Liana DiMarco for her deputation and the issue was referred to the Wheel-Trans Operations Subcommittee.

7. Presentation – TTC’s Diversity Plan

Valerie Albanese, Head of TTC’s Diversity and Human Rights Department, advised that the Human Rights Department’s mandate was recently expanded to diversity and inclusion. A two-year strategic plan was created to systematically advance diversity and inclusion (D&I) initiatives for employees and customers, which Karen Kuzmowich will describe. The plan also includes HR practices, which Marika Fraser will speak about.

A member of the Committee asked, given the deputation given by Liana DiMarco, whether the policy touches on the issue of service animals.

Valerie Albanese replied that it does. With respect to the issue regarding service animals, this is a concern for the department; TTC’s policies permit the full accommodation of service animals on the system.

Karen Kuzmowich, TTC Diversity Lead described the Diversity & Inclusion Strategic Plan for 2015-2016. Year one (Y1) of the plan will be the start of building knowledge and understanding of diversity and inclusion concepts and issues, and set goals and responsibilities for employees. The second year of the plan will work to embed diversity and inclusion deeper into policies and practices.

The plan in Y1 2015 includes developing a diversity and inclusion policy, reviewing existing HR Policies to ensure they are consistent with D&I goals, developing a D&I training program for all employees, updating and re-launching TTC’s behavioral interview training to ensure that recruitment is bias free, building D&I awareness internally with TTC employees and externally with customers, developing a D&I Lens to assist employees in removing barriers and unintended impacts on diverse groups, continuing to collect self-identification demographic data from employees to measure and assess TTC’s diversity strategies, augmenting recruitment strategies, developing a mentoring and succession planning program, and lastly, diversity and inclusion will also be embedded in the procurement strategies to increase supplier diversity.

The plan in Y2 2016 will include deepening awareness, launching and providing training on the D&I Lens, developing other practical resource tools for employees, updating the data collection and augmenting the way data is collected. For instance, there is a plan to update and broaden the categories of self-identification. For example, the TTC does not collect data on people who self-identify as LGBTQ; in the future, it will. The plan will introduce an “inclusion index” and examine if members of equity-seeking groups feel included. The plan will also assist in bringing

together employee resource groups, embed D&I into TTC's awards and recognition program, build D&I commitments and accountability into performance appraisals, add D&I questions into exit surveys, and convene an internal accessibility committee to identify barriers and make enhancements to TTC's internal build environment.

Questions and Comments from the Committee:

A member of the Committee asked how many people with disabilities are in TTC's Diversity and Human Rights Department and the TTC as a whole.

Karen Kuzmowich replied that people with disabilities are underrepresented currently at the TTC at 1.7% of our employees who responded self-identifying as having a disability (however, there are concerns regarding the accuracy of that figure due to poor data collection issues in the past. TTC's method of data collection has been to survey employees once, but that does not capture changes over time, particularly with dimensions like diversity which are not stagnant. An employee may not self-identify as having a disability when hired, but if that changes, our data collection would not capture it. So change to the data collection practices is being looked at).

Karen Kuzmowich explained that, the actual number of people in her department who self-identify as having a disability is unknown; their collecting of data has to be voluntary and anonymous. Because in her own department, which is very small consisting of only 8 people, information cannot be given for privacy reasons. When the department size is small, disclosing that type of statistical information increases the risk that the employer could link or match who self-identifies in what categories, therefore removing confidentiality and anonymity.

A member of the Committee commended Karen Kuzmowich for her group's work but stated that the "Internal Accessibility Committee" by virtue of its name requires real world experience, meaning that it should encourage self-identification and rely on the real world experience of people with disabilities. It is very important to have disability members on the committee and be involved in the decision making process regarding D&I. People with disabilities do not need others telling them what they need.

Karen Kuzmowich replied that the TTC plans to invite people who self-identify as having disabilities to participate by joining the committee and provide their input on required changes.

A number of Committee members expressed that self-identified people with disabilities need to be on that committee.

Tim Rose called a point of order so that the Committee could hear the second part of the presentation.

Presentation – HR Diversity Update

Marika Fraser, TTC Human Resources, presented a Diversity Recruitment Update. She explained that her mandate is Diversity and Outreach Specialist and she goes out into the community to promote the TTC.

As previously stated, out of 13,000 employees, less than 2% self-identify as people with disabilities. Recent efforts have included new partnerships. Human Resources is once again

attending job fairs and events like the May Fest for the hearing impaired and the Ontario Job Opportunity Information Network (JOIN) to acquire feedback and encourage people to apply for jobs.

Another program that they are working with is Career Edge which has a component that addresses people with disabilities as well.

Questions and Comments from the Committee:

A member of the Committee asked about positions, such as a Bus Operator, in which the physical part of the job can be a barrier to a person with a disability. What are their ideas about how to make accommodations?

Marika Fraser replied that this is done at the application stage using medical assessments. If Human Resources finds that there is a barrier, as long as accommodations can be made, they are made, provided that they do not cause undue hardship to TTC.

Karen Kuzmowich added that the TTC has a sophisticated accommodation policy and process. TTC's Occupational Health Department takes the lead and the Human Rights Department provides consultation to determine essential requirements and possible accommodations.

A number of Committee members expressed interest in assisting with the disability portion of the D&I Lens. Karen Kuzmowich replied that she would take them up on that.

A member of the Committee pointed out that "diversity and inclusion" does not necessarily presuppose disability, it could refer to race, religion, etc. "Disability" needs to be in there explicitly, for example on the website and in the job statements.

Karen Kuzmowich replied that they define diversity and inclusion broadly and intend to include all dimensions of diversity, including disability.

A member of the Committee stated that the public presentation of the TTC does not include people with disabilities. For example, if you go to the TTC web page to look at job listings, there is nothing referring to disabilities.

Karen Kuzmowich and Marika Fraser confirmed that, in their job statements, they make explicit reference to it and welcome people with disabilities to apply.

Mazin Aribi expressed that ACAT would like updates on this and asked that this issue be referred to the Service Planning Subcommittee to follow up.

The Committee thanked the guests for their presentation.

8. Election of ACAT Representative to the Transit Fare Equity Committee

Chair Mazin Aribi explained that ACAT was invited by the City of Toronto to have a member sit on the Transit Fare Equity Committee that reports back to the TTC Board in October with its recommendations regarding fare equity. Mazin Aribi sent out the invite; five ACAT members responded, and two will ultimately be allowed to participate in Transit Fare Equity Committee meetings.

To date, there have actually already been two meetings and Mazin and other ACAT members have attended. However, there is a slate to nominate and elect two representatives for the next three meetings.

The Committee felt – including ACAT members who were on the slate to be elected as representatives – that those two who have already attended should continue to represent ACAT at the Transit Fare Equity meetings. ACAT agreed that the two ACAT members who have attended, Margaret Hageman and Sam Savona, continue to represent ACAT.

Margaret Hageman then reported on the Transit Fare Equity Project, a City initiative that aims to develop a report on options to make transit more affordable. The July 7, 2015 meeting looked at an environmental scan. Much research went into agenda. The second meeting looked at affordability at local level and the transit needs of low income people. Timelines are aggressive with recommendations due at the end of the year at which point the steering committee will prepare a report that goes to Council in 2016. Moving forward, the focus will be on identification and eligibility of low income people, and doing an environmental scan on subsidies.

A member of the Committee wished to know if seniors were discussed at the Transit Fare Equity Meeting.

Margaret Hageman replied that seniors were not discussed as a specific group, but that the issues addressed due to low income overlap with senior's issues. The ACAT representatives will ensure that seniors are not forgotten moving forward.

9. Subcommittee Reports and Updates

Design Review Subcommittee (DRS) – Craig Nicol, Chair

Craig Nicol reported that DRS had a meeting on July 6, 2015 that looked at the TTC Connect smart phone app and the Eglinton Station gap modification.

The TTCconnect app allows the purchase and display of TTC Day and Group passes. DRS was given a live demonstration of the app that is available on the TTC website at: ttc.ca/Fares_and_passes/Fare_information/TTC_connect/.

The app was rushed to be ready in time for the Pan Am Games and continues to be modified to address issues that may show up.

DRS was concerned about the labeling of buttons for screen reader use and the back button not always being shown. Another concern is the limited Wi-Fi in the subway to access fares stored on the cloud.

Craig Nicol stated that, apart from these concerns, DRS found the app to be comprehensive and accessible in general.

Regarding the Eglinton Station gap modification, DRS appeared to be satisfied with the solution that was installed at the south end of the platform. A discussion about informing customers about the improvement and location resulted in a recommendation that signage at the elevator

is the most practical method of disseminating this information. The matter of signage was referred to the Communications Subcommittee.

DRS recommended, when the Easier Access Program Phase 3 (EA3) work is planned for a station, that the gap data be collected to determine if the platform edge improvements are needed in the RFP for the work.

The next meeting is scheduled for August 5, 2015.

Communications Subcommittee (CS) – Marian McDonell, Chair

Marian McDonell reported that there were no CS meetings held in July. However, there is going to be a photoshoot for the TTC safety campaign and that she has forwarded names and emails of some ACAT members who can be involved in the production. There will also be a safety video about buses and the new streetcars.

The next meeting is scheduled for mid-August.

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

WTOS met on July 9, 2015 and was given a Pan Am Games update from Eve Wiggins, Head of Wheel-Trans.

Eve Wiggins also presented on the Wheel-Trans Ten-Year Plan (see item 12).

Sasha Pejic, Project Manager, and John Gobis, Lead Consultant, from the consulting firm Parsons Brinckerhoff, attended to discuss the Wheel-Trans Program Review that is taking place.

Under New Business, a member brought forward a concern regarding the Wheel-Trans online booking system. When running a search for “airport”, Billy Bishop is the default result rather than the Pearson airport, giving the impression that Wheel-Trans does not go to Pearson. TTC staff present agreed to look into this.

WTOS also discussed having a regular review of the Wheel-Trans Policy as part of its agenda, something like an “issue of the month” review.

Service Planning Subcommittee (SPS)

SPS met on July 8, 2015 and discussed the accessible alternatives for planned subway closures. Jim Ross, TTC Subway Transportation, and John Prosser, TTC Closures and Disruptions, attended. SPS was told that there would be 45 closures this year and between 50 and 60 next year. The topics discussed included how staff are briefed for closures, “Out of Service” signage not being attached to elevators, and a new real time elevator monitoring project.

SPS discussed station signage and online information including more instructions for customers as to where to go in the event of closures and disruptions. If the station, where the trains turn around is not accessible, the nearest accessible station will be included in the signage and instructions will be posted online. Accessible station staff will now get booklets with the instructions

and phone numbers during these closures.

Also discussed was a proposed LED sign at the elevator that can broadcast information regarding service outages.

Finally, SPS discussed the Public Forum which will be held on Wednesday, September 16, 2015 at the Allstream Centre at Exhibition Place.

10. Report on TTC Board Meeting and Accessibility Matters

Mazin Aribi reported that the May ACAT minutes were accepted at the Board Meeting held July 29, 2015.

Sam Savona asked if ACAT can request a copy of their environmental scan to get a better idea of what they mean regarding disability.

TTC Staff representatives replied that they can make a request through Commission Services Staff.

11. Report on Customer Liaison Panel (CLP) – Tim Rose

Tim Rose reported that the CLP meeting took place on July 8, 2015 and was chaired by Arthur Borkwood, TTC Head of Customer Development. The meeting began with a round of introductions which included the six new CLP members who bring diverse backgrounds and experience to the table. Arthur Borkwood presented on various aspects of the TTC. CLP members shared their system observations from the past month.

The next meeting is scheduled on September 9, 2015.

A Committee member asked how many new CLP members are people with disabilities.

Tim Rose replied that some are, though none declared directly. In talking to them, it was established there was. One member also use a mobility device.

12. Wheel-Trans 10-Year Plan / Wheel-Trans Program Review

Eve Wiggins, Head of Wheel-Trans, presented on the Wheel-Trans Ten-Year Plan. The presentation covered the Wheel-Trans system's history, the recent surge in demand, the demand outlook for the next three years, and the future.

Eve Wiggins identified a growth in ambulatory trips that is outpacing non-ambulatory trips, 108% and 20% increases respectively. This statistic is seen as being the result of the aging population.

Eve Wiggins explained how active Wheel-Trans registrations used to lapse after two years of non-use and how that has **now** been changed to one year of non-use. Trends include a growing reliance on sedans and accessible taxis, an increase in shorter average trip lengths, and an overall increase in reservations.

Priorities for the Wheel-Trans include looking at eliminating barriers in order to meet AODA requirements, maintaining the current unaccommodated rate, and to re-examine the eligibility

criteria.

Wheel-Trans intends to examine what a new fleet of vehicles should look like in order to meet customer needs and provide the best value, and to look at partnering with other municipalities such as Vaughan, Richmond Hill, or Durham Region.

Questions and Comments from Committee

A member of the Committee commended the idea of a Family of Services and wondered if there would means to call the system if a bus does not arrive and to get an arrival time.

Eve Wiggins replied that the whole program around the Family of Services is still being developed and that will include mitigation strategies to anticipate anything that can go wrong.

A member of the Committee remarked that the Family of Services idea has been advocated by ACAT for a long time as “integrated service” and that 2025 is too far in the future for such a plan. Integrated services can be done through customer tracking and that the planning should be more aggressive around this issue.

Eve Wiggins replied that the Family of Services actually begins next year and that the 2025 goal is having 60% of trips to be part of the Family of Services.

The Committee thanked Eve Wiggins for her presentation.

Wheel-Trans Service Delivery Review Project

Sasha Pejic, Project Manager from the consulting firm Parsons Brinckerhoff, discussed the Wheel-Trans Program Review that is taking place. The presentation included a background, goals, work tasks, and the next steps.

Sasha Pejic and his colleague spent the previous day riding Wheel-Trans to get a better awareness of the system first hand.

The background of the project cited the 2012 Auditor General’s review that sustaining level and quality of service requires change and that, to this end, the Parsons Brinckerhoff consultants are looking at sustainability, best practices, and challenges.

The goals of the project include compliance with the AODA by January 1, 2017. Sasha Pejic added that the goals also include a better return on investment and to show mindfulness for taxpayers who do not use transit.

Their plan includes the following:

- Revisiting eligibility requirements for both equity and sustainability, including looking at the abuse of the system
- Review of service design and delivery
- Investigating fare evasion
- Conducting talks with customers
- Assessing current state of technology in the system

- Advocating for awareness and understanding through public education

Sasha Pejic asked the Committee to talk to their friends and others about the work that they are doing.

The Committee thanked Sasha Pejic for his presentation.

13. Culture of Accessibility

Nicole Cormier, Co-Vice Chair, addressed the Committee on the Culture of Accessibility, specifically whether the past topics such as signage and priority boarding should continue in camera or be addressed through the normal course of ACAT's work.

There was agreement that the issues are being addressed under the current structure. The Committee agreed to move forward.

14. Review of Guidelines – Recording Minutes at ACAT Meetings

The approved guidelines "Recording Minutes at ACAT Meetings" were distributed to ACAT members for information and for review if there are any changes that ACAT members wish to incorporate.

A member of the Committee observed that the guidelines make no mention as to if an ACAT member leaves a meeting early. It might be important to record this information to ensure there is quorum all the way through.

After discussion, it was acknowledged that ultimately it is up to the Chair to stop the meeting if there is no quorum.

15. Review of Correspondence

Nil.

16. Other / New Business

Nicole Cormier, Co-Vice Chair, informed the Committee that she will have to submit her resignation from ACAT as she has accepted the position of Accessibility Consultant at the City of Toronto. Due to a potential conflict of interest, she cannot take on this position and continue her work at ACAT.

The Committee thanked Nicole Cormier for her contributions to ACAT.

17. Next Meeting

The next meeting of ACAT will be held on Thursday, August 27, 2015, from 1:00 to 3:30 p.m. at 1900 Yonge Street, 7th Floor Boardroom.

18. Adjournment

The meeting was adjourned at 3:38 p.m.

Chris Landry
Recording Secretary