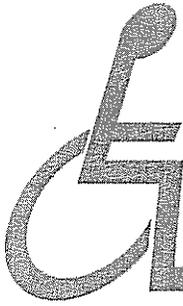


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**TTC Advisory Committee  
on Accessible Transit (ACAT)**

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

June 3, 2013

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 March 28, 2013 and April 25, 2013 General Monthly Meeting to the June 24, 2013 Commission Meeting for information (attached).

Thank you.

Sincerely,

Angela Marley  
ACAT Chair

**PRESENTED TO  
THE COMMISSION**

**JUN 24 2013**

Attachment

**TORONTO TRANSIT COMMISSION**

**COMMITTEE MINUTES**

**Minutes of Meeting:** Advisory Committee on Accessible Transit  
Meeting No. 263

**Meeting Date:** Thursday, March 28, 2013

**Location:** 7<sup>th</sup> Floor Boardroom  
1900 Yonge Street

**Present:** Angela Marley, Chair  
William Castor  
Brayan Bratanov  
Fay Fuerst  
Debbie Gillespie  
Lori March  
Lynn McCormick  
Craig Nicol  
Tim Rose  
Sam Savona  
Valdo Tammark

**Regrets:** Susan Davidson, Vice-Chair  
Howard Wax, Vice-Chair  
Adam Cohoon  
Penny Lamy

**Pool Members:** Robert Muzzy  
Sarah Adams  
Judy Berger

**TTC Representatives:** Tom McPherson  
Ross Visconti  
Thomas Hartley  
Bill Dawson  
Janet O'Sullivan  
Matt Hagg

**Copies:**

Andy Byford  
Chris Upfold  
Orest Kobylansky  
Sameh Ghaly  
Vince Rodo  
Mitch Stambler  
Jim Teeple  
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 February 28, 2013 Minutes
5. Business Arising out of Minutes / Outstanding Items
6. Deputation: Nil
7. Subcommittee Reports and Updates
8. Customer Liaison Panel Report
9. Report on TTC Board Meeting and Accessibility Matters
10. Review of Correspondence
11. TTC Signage Outside Subway Stations
12. Other / New Business
13. Next Meeting – April 25, 2013
14. Adjournment

1. Call to Order and Attendance

Angela Marley, Chair, called the meeting to order at 1:00 p.m. Attendance was taken.

ACAT presented a gift and thank-you to Tom McPherson.

2. Declaration of Conflict of Interest - Nil

3. Approval of Agenda

On motion by Valdo Tammark and seconded by William Castor, ACAT reviewed and approved the agenda.

4. Review and Approval of February 28, 2013 Minutes

On motion by Sam Savona and seconded by Tim Rose, ACAT reviewed and approved the minutes with the following amendments:

- Page 7, item 11: revise "...letter to the TTC Board regarding Mr. Alan Yule's deputation..." to "...letter to the TTC Board supporting Mr. Alan Yule's deputation..."
- Page 8, item 13, under header "Accessible Bus Stops on Route Lists": revise "...listing of acceptable stops..." to "...listing of accessible stops..."
- Angela Marley explained that, effective immediately, the body that oversees the TTC will be referred to as "TTC Board" or "The Board" and the organization staff will be referred to as "TTC" or "TTC staff."

5. Business Arising Out of Minutes / Outstanding Items

Regarding Elevator Refurbishment (Item 12 on the February ACAT minutes), the word "key" has been removed from the entry in the Outstanding Items List, to clarify that the questions Craig Nicol brought forward at the last meeting are not limited to key stations, but refer to all station elevator refurbishments.

The questions are, when elevators are being refurbished, what is being done to mitigate the loss of accessibility, and what has been learned from past refurbishments to mitigate the need for refurbishment?

TTC Staff explained that this issue has been passed on to the Elevating Devices staff who will present to ACAT the current arrangements that are made when an elevator goes out of service. They will provide a list of upcoming stations and the timing of their elevator refurbishments.

Sam Savona requested an update on the "Fair Fares" issue which was discussed by the TTC Board in the Fall and sent to staff for a report. Tom McPherson explained that the report will be going forward to the Board in June, and it will include requests from the seniors' community, from the Toronto Board of Health, as well as requests regarding accessibility. ACAT requested an update on this report before it goes before the Board. Staff stated that they will provide information to ACAT on this issue as it becomes available.

Craig Nicol pointed out that in item 10 of the previous minutes, ACAT was invited to provide feedback on the information format on the 94 Wellesley Route, but no forum for feedback was given. Angela Marley explained that this item has been referred to the Communications Subcommittee, where TTC Staff will present on the project to redesign the stop poles and the information format. Therefore, there is no direct medium for feedback at this time. Note that the stop information will be under the Communication Subcommittee's review, but any input for physical stop design and pole placement will be referred to the Design Review Subcommittee.

Regarding the Outstanding Item List, Craig Nicol pointed out that the blue seating item is listed as an item being handled by the Communications Subcommittee, but it was reviewed by Design Review Subcommittee. The status of this item will be revised to "Ongoing with Design Review." The second part of this item, Letter to Commissioners, has been completed and will be removed. The third item relating to priority seating, "Clarification between Priority Seating and Courtesy," has been amended to clearly indicate that it is in reference to the Town Hall response on the website, not just clarification between the two terms.

#### 6. Deputation – Nil

#### 7. Subcommittee Reports and Updates

##### Service Planning Subcommittee (SPS) – Presented by Angela Marley

The Subcommittee met on March 6, 2013 with five members present. Election of the Chair was postponed because of a lack of quorum.

Members reviewed the Accessible Transit Service Plan: 2012 Status Report which provides a year-end update on TTC activities to make its system accessible as well as future plans. This report has been circulated to ACAT members.

The 2013 Accessibility Forum will be held on May 9, 2013 at the Queen Elizabeth Building on the CNE grounds. Special Event staff from Customer Communications are assisting with the planning and a facilitator will chair the meeting this year. Members gave feedback on the staff question about using Twitter feed during the Forum for those who cannot attend. The Subcommittee commented that it can be used so long as it does not interrupt or impede the discussion and questions of attendees who are present.

Alice Smith, TTC Customer Communications Department, and Terry Clancy, TTC Training and Development Department, gave a presentation on the Travel Training Program. This program is

on a DVD and is designed to help community personnel instruct individuals and groups to travel on conventional TTC. Accessible features are highlighted. Instructors can print handbooks to accompany the information on the DVD PowerPoint information. This training DVD is available from Customer Communications, who are building a distribution list of organizations throughout the city. Members are asked to forward individuals/organizations for this list.

Customer Communications will send a letter offering the material and asking those who are interested to contact the TTC. The material will also be posted on the website where it will be updated as changes are put into effect. The DVD will be distributed at public events such as the Accessibility Forum and People in Motion.

#### Review of Outstanding Items

Bay Subway Station Escalator Operation: Service Planning staff have reviewed escalator usage statistics and area demographics and are recommending that the east end escalator between the subway platform and the concourse operate in the down direction after 9:00 a.m., Monday to Friday, and all day on weekends.

#### New Business

Service Planning will forward the information to Customer Communications on the changes to the accessible bus stops on the Easier Access Phase 3, Stage 1, to be updated on the web site, including the Trip Planner.

A Special meeting was held in the morning of March 28, 2013 for selecting the chair and review plans for the Accessibility Public Forum. William Castor was acclaimed as SPS Chair.

Next Meeting: April 3, 2013.

#### Questions:

ACAT members asked for elaboration on the Public Forum Facilitator. William Castor explained that they are ironing out the procedures for the facilitator, who will be a third party, unbiased professional, likely from the same company as the TTC Town Hall. Social media will be given to the facilitator to integrate into the program.

Information will be provided to ACAT as it becomes available.

#### Design Review Subcommittee (DRS) – Craig Nicol, Chair

DRS had two meetings in March.

March 6, 2013

DRS reviewed and commented on shelter design and positioning on the Queens Quay streetcar line and more widely on shelter placements on platforms throughout the City. The City Staff member responsible for shelters was unaware of streetcar door placement and access routes to the accessible door. DRS clarified which shelters should have panels and which should not, and

commented on where shelters should be placed in relation to the streetcar. TTC staff will send streetcar stop and door locations to the City project team.

The next item was a discussion of the Auditor General's Report. Item #2 of the report was on integration of Wheel-Trans service with the conventional service. This was in three parts: the first part dealt with safety and the barriers to use by persons with disabilities. This is an ongoing topic with DRS. The next two items related to training and communications which were referred to the Wheel-Trans Operations and Communications subcommittees respectively.

DRS then reviewed the proposed material for the blue priority seating and agreed that, although the colour did not match the normal accessible blue, it was most practical for use in the system. Decals in the seat spaces will work in conjunction with the colour, and the TTC is planning a campaign to inform the public about priority seating starting in the Fall of 2013.

DRS then looked at the ACAT Outstanding Items on accessibility at bus stops for persons with visual impairments. First, DRS is dealing with accessibility at stations with tactile signage at bus bays. The second item deals with the painting a square on the sidewalk at station bus bays to indicate where a person should wait. DRS is working on this. The final item concerns the posting signs of instructions for when a person in a mobility device is boarding. This is not a DRS item and is a rather narrow approach. DRS agreed that the communications approach should be to inform the public in general about boarding on streets and in stations.

Reviewed and updated the DRS Outstanding Items List.

March 20, 2013

DRS met with CNIB Orientation Mobility Instructors to review tactile signage. Their next step may be to go back with actual physical mock ups of proposed tactile signage.

Next Meeting: April 3, 2013.

#### Communications Subcommittee (CS) – Debbie Gillespie, Chair

CS met on March 1, 2013 and selected the new chair. CS spoke at length on decals and priority seating and received information from Carla Basso and Stephen Cartaciano on proposed signage and graphics. They discussed the Station Description pages, including simplification and providing background on the project to new members. CS then discussed the spring Wheel-Trans newsletter and members provided input.

Next Meeting: April 12, 2013.

Angela Marley pointed out that the newsletter is advertising the date of the Public Forum as May 9, 2013, and the People in Motion as May 31 to June 1, 2013.

#### Wheel-Trans Operations Subcommittee (WTOS) – Lynn McCormick, Chair

WTOS met on March 7, 2013 and discussed the following:

The new friendly buses are equipped with new data terminals that are integrated with the scheduling system. Operators will receive updated run sheets right to the terminals, and update with cancellations, no-shows, completed runs, etc. The next feature is a 15-minute call out to customers. A flag will pop up on the terminal for Operators to send the call out, giving riders more accurate information. In the future, they will explore other methods of call outs such as email or text.

WTOS then discussed the Auditor General's recommendation about medical requirements to determine Wheel-Trans eligibility which would require a form or note from a medical professional to determine eligibility. WTOS agreed with Wheel-Trans staff and recommended that Wheel-Trans continue to use the current eligibility requirements of an in-person interview, but no medical note. If the Audit Committee does decide in favour of the medical model, this will come before ACAT.

**Sam Savona moved that the members of ACAT do not support the Auditor General's recommendation number 4a contained in the report entitled "Review of Wheel-Trans Services – Sustaining Level and Quality of Service Requires Changes to the Program" and recommend that Wheel-Trans continue to use the existing application process to determine eligibility for Wheel-Trans service.**

Seconded by Brayan Bratanov.

Passed unanimously.

The Audit Committee recommended reviewing cancellation notices and communication of appeal procedures, as customers are unaware that there is an appeal procedure. Staff presented a revised cancellation notice which advises that customers can appeal the decision. WTOS reviewed and approved with amendments.

The Auditor General's recommendation for Wheel-Trans Customer photo ID will come before the Committee at a later date.

#### 8. Customer Liaison Panel (CLP) Report – Tim Rose

This month's CLP meeting was held on March 13, 2013, in the Executive Boardroom, and was chaired by Bob Hughes of the TTC Customer Service Department.

It began with a round-table discussion of issues, where Tim Rose was able to raise the three specific issues that were brought to him by ACAT members.

These issues were:

- a) ensuring better communication with customers if a bus 'goes missing',
- b) absent staff in collector booths, and
- c) ensuring that short turned buses leave enough room for mobility devices to exit.

All three were documented and Mr. Rose asked Bruno Papa, TTC Customer Development Analyst, to follow up with him, and the information will be forwarded to ACAT.

CLP was then asked for advice on strategies for handling habitual complaint riders. These are riders who have logged over 100 complaints in the TTC's online feedback system in the last two years. After a lengthy discussion, the panel agreed that the best strategy may be to bring in these riders for a one-time, face-to-face meeting with Customer Service staff. Although this approach may have its problems, it is one that staff are going to seriously consider moving forward.

The majority of the meeting was taken up by a Wayfinding/Signage presentation by Ian Dickson about the plan to reform and streamline signage on the subway system. This plan will also be presented to the Communications Subcommittee in April.

Briefly, the plan involves introducing a new numbering system to subway lines to accompany the current colour codes. Many of the changes, from an ACAT perspective, were positive. However, Mr. Rose did raise serious concerns about their plan to remove the 'accessible station' symbols from certain platform-level signs. Mr. Rose thinks that removing access information on any signage is the incorrect approach and told staff this. He urges the members of the Communications Subcommittee to also raise these concerns.

The next CLP meeting will be held on Wednesday, April 10, 2013, from 5 p.m. to 7 p.m. Mr. Rose will not be able to attend. Angela Marley, ACAT Chair, will attend in his stead.

Mr. Rose asks ACAT members to bring forward any concerns.

Questions from ACAT members:

ACAT members asked for elaboration on numbering the subway lines. Mr. Rose clarified that they are streamlining the signage, as currently there is a band of colour and no number. If this project involves placing and materials of signage as well as content, that discussion will be referred to Design Review.

The educational campaign for this new signage has no firm date, but they want to roll out in test stations by the end of 2013. The plan is to add to the numbering system when they add new lines. Materials and the TTC website will be streamlined along with the signage.

Valdo Tammark pointed out that buses cannot short turn if they have a mobility device on the bus. This issue is about communicating this policy to Operators and Supervisors.

#### 9. Report on TTC Board Meeting and Accessibility Matters

Angela Marley reported on the TTC Board Meeting held on March 27, 2013.

- Mitch Stambler gave a presentation on the advantages and disadvantages of Articulated buses, commenting that one of the advantages is the interior spaciousness. When the bus arrives, ACAT will be invited to review it.

- Old Mill Station's status on the Easier Access III (EA3) priority schedule – A deputation at the October 24, 2012 TTC Board Meeting requested that this station be moved up the list. The Board accepted the recommendation from TTC Staff with input from ACAT/DRS that Old Mill Station's status on the EA3 schedule not be changed. The Board asked that the station status on the priority schedule be reviewed in three years.

DRS reviewed the ridership statistics for Old Mill Station and advised that a request to move the station up in the EA3 upgrade schedule was not warranted. Staff have compiled this advice in their report back to the TTC Board.

- The Board received the ACAT December 13, 2012 minutes for information.

#### 10. Review of Correspondence - Nil

#### 11. TTC Signage Outside Subway Stations

Craig Nicol brought forward the issue that station entrances have inconsistent signage. For example, Queens Park Station has four entrances, but only one is indicated with a sign. Dupont Station has no entrance signs whatsoever.

This item was referred to DRS to examine the TTC practice of signage at stations, both at TTC and third party entrances, and the practice or procedure for marking accessible entrances. DRS will report back to ACAT on rules for station entrance signage.

#### 12. Other / New Business

Tim Rose thanked ACAT members for their support and information for dealing with a customer service experience at Broadview and commented that the Collector's lack of knowledge of TTC procedures is something for ACAT to remain aware of as an ongoing issue.

Craig Nicol brought forward the question of whether streetcar track work is being done in stations. If so, this can be an opportunity to improve accessibility by installing curbs, both for the visually impaired and to assist the streetcar ramps. If work is planned for station streetcar platforms, Mr. Nicol requests that ACAT be informed so feedback can be provided. TTC Staff commented that designs are brought to DRS as they become available, as part of the ongoing design process.

Regarding the TTC's communications with the public about construction, Debbie Gillespie brought forward the suggestion that the TTC can be more proactive in developing materials about why they are doing street work, and the improvements for riders, especially highlighting accessibility features. Sam Savona cautioned that they must be careful not to blame accessibility for the construction.

William Castor brought forward the issue that DRS has been requesting the opportunity to review the new streetcar. Staff explained that the accessibility features are not functioning yet, and they want to wait until they have a completed, fully functioning prototype. Staff will review the status of the prototype at the next DRS meeting.

Angela Marley requested feedback from staff on the articulated buses. Staff reported that the prototype is to arrive in May, 2013, and DRS will review the vehicle.

Sam Savona requested an update on the Rocket levelling issues and door chimes. Staff reported that there is no update on the status of the Rocket Train.

Fay Fuerst brought forward general information to the Committee, that ARCH is opening a public library on April 18, 2013 and ACAT may want to appear as a group. Ms. Fuerst will forward an email to ACAT members.

### 13. Next Meeting

The next meeting of ACAT will be held on Thursday, April 25, 2013, in the 7th Floor Boardroom, 1900 Yonge Street.

### 14. Adjournment

On motion by Tim Rose and seconded by Brayan Bratanov, the meeting was adjourned at 2:55 p.m.

Janet Wright  
Recording Secretary

**TORONTO TRANSIT COMMISSION**

**COMMITTEE MINUTES**

**Minutes of Meeting:** Advisory Committee on Accessible Transit  
Meeting No. 264

**Meeting Date:** Thursday, April 25, 2013

**Location:** 7<sup>th</sup> Floor Boardroom  
1900 Yonge Street

**Present:** Angela Marley, Chair  
Susan Davidson, Vice-Chair  
Howard Wax, Vice-Chair  
Bill Castor  
Brayan Bratanov  
Fay Fuerst  
Debbie Gillespie  
Lori March  
Lynn McCormick  
Craig Nicol  
Tim Rose  
Sam Savona  
Valdo Tammark  
Adam Cohoon

**Regrets:** Penny Lamy

**Pool Members:** Sarah Adams  
Judy Berger  
Robert Muzzy

**TTC Representatives:** Kirsten Watson  
Ross Visconti  
Bill Dawson  
Matt Hagg  
Jacqueline Darwood  
Orest Kobylansky

**Copies:**

- Andy Byford
- Chris Upfold
- Orest Kobylansky
- Sameh Ghaly
- Vince Rodo
- Mitch Stambler
- Jim Teeple
- TTC Board Members

**Items Discussed:**

1. Call to Order / Attendance
2. TTC Organization Update
3. Declaration of Conflict of Interest
4. Approval of Agenda
5. Review and Approval of March 28, 2013 Minutes
6. Business Arising out of Minutes / Outstanding Items
7. Deputation: Alan Yule
8. Wayfinding Standards – Presentation
9. Update – Union Station
10. Update – TTC Public Forum on Accessible Transit Services
11. People in Motion
12. Subcommittee Reports and Updates
13. Customer Liaison Panel Report
14. Report on TTC Board Meeting and Accessibility Matters
15. Review of Correspondence
16. Other / New Business
17. Next Meeting- May 30, 2013
18. Adjournment

1. Call to Order and Attendance

The Chair called the meeting to order at 1:05 p.m. Attendance was taken.

2. TTC Organization Update

Orest Kobylansky, Head of Bus Transportation, provided a brief overview of TTC reorganization over the past two years, namely that Surface services have been divided into "front" (anything to do with customer contact) and "back" (anything behind the scenes, such as Maintenance). Orest announced that Wheel-Trans has a new Senior Manager, Ms. Kirsten Watson.

Orest covered this information in greater detail with the ACAT Executives and will continue to be the liaison with ACAT until further notice.

3. Declaration of Conflict of Interest - Nil

4. Approval of Agenda

On motion by Howard Wax and seconded by Susan Davidson, ACAT reviewed and approved the agenda.

5. Review and Approval of March 28, 2013 Minutes

On motion by Craig Nicol and seconded by Bill Castor, ACAT reviewed and approved the Minutes.

6. Business Arising Out of Minutes / Outstanding Items

Regarding the September 26, 2012 Outstanding Item about blue seating, the Action column states that this item is ongoing with the Design Review Subcommittee. The Subcommittee finished this item, gave its approval, and it is now back with staff for implementation.

Orest Kobylansky explained that this item has gone to Bus Maintenance, who will report back and communicate a timeline and concept of operation. This will be reported on at the next ACAT meeting.

Sam Savona asked for an update on the Fair Fares report. Bill Dawson spoke to this. The report, which will include the request from ACAT along with others, will be submitted to the Board.

## 7. Deputation: Alan Yule

In his presentation entitled "Moving All Passengers Quickly", Mr. Alan Yule expressed his opinion that there is an issue of dangerous boarding circumstances on the new streetcar, where passengers need to cross a lane of active traffic to board. This would be especially dangerous in the winter months, when the busiest hours of traffic are in the dark. Where buses have lights on the doors to indicate that the doors will open, the new streetcar does not. Instead, the new streetcar has reflective weather stripping that is only visible when the door is opened. This is particularly ineffective when a passenger is required to enter the street to press the button to have the accessible ramp lowered, before the door will even open.

Mr. Yule proposed the use of LED lights, similar to the lights used on emergency vehicles for safety. These lights could be installed on the bottom corners of the doors, to light up 25m of the road when the streetcar is servicing a stop. The accessible door would have a blue light and the other doors would have yellow. When the Operator is servicing a stop, the lights would illuminate the road before the doors are opened. Also, he suggested changing the warning sign at the back of the streetcar to, "Stop Here. Doors may open suddenly." Mr. Yule provided a cost comparison of the lights and installation.

In addition to the slides, Mr. Yule pointed out that streetcars can move onto tracks of different routes without notification. The routes and direction should be announced every few stops, with even higher frequency of announcements for short turns.

**Action:** TTC Staff will pass these suggestions on to Vehicle Engineering as part of their vehicle assessment and report back to ACAT Design Review Subcommittee.

## 8. Wayfinding Standards – Presentation

Presented by Ian Dickson, TTC Wayfinding.

This presentation had already been viewed by the Communications Subcommittee and was presented before ACAT for additional feedback.

The purpose of the revised Wayfinding Standards was to enhance the existing TTC sign system by implementing simple number codes, emphasizing the existing colour-code system, and using consistent nomenclature. Signage will be designed to stand side-by-side with existing signs without conflict or confusion, allowing for a gradual roll-out.

In summary, the new signage will be simpler. In subway stations, the subway pictogram will be removed and replaced by a colour circle with the number of the subway line (ex. Yellow circle, black number "1" for the Yonge Line), the word "line" will be used to refer to the subway, replacing "trains" and "subway" which are in use now.

This bright circle is more visible from afar than the current pictogram. This number and colour-code system will support future system expansion. For a line such as the number 1 Yonge Line, which has segments under Spadina, Yonge, and University, each section can be named on the signage, while still retaining designation as the number 1 line (i.e. 1 University Line, 1 Yonge Line, 1 Spadina Line, etc.).

For directive signage in the subway stations, extraneous elements will be removed whenever possible, such as the word "to" when there is already an arrow pointing the way, and the word "trains" when there is already the colour-coded number indicating a subway line. They will introduce the use of structured typography to present message hierarchy, using a larger text size for information that is more important in a certain situation, so that it is easily visible on the sign.

The presentation provided in situ examples of the new signage system implemented in the subway system. These included signs at platform level, signs from concourse to platforms, subway maps, and signage at station street-level entrances.

The proposed station map on platforms is a simplified diagram showing only the stations included in the rider's journey forward. The main system map is removed due to its size being too small to read. This provides a more prominent 'You Are Here' marker, and has a 'Heads-up' orientation (depending on which direction a traveler is facing when looking at it, the map is rotated so that the 'You Are Here' marker is on the bottom of the list of stations). The proposed street-level signage will include the station name, the lines that it serves, and payment type information. If this is not an accessible entrance, signage will be posted at this entrance giving directions to an accessible entrance.

Feedback from ACAT members:

Craig Nicol commented that the proposed naming of the subway lines may increase confusion, as visitors and newcomers will need to learn two navigation systems, the subway lines and the streets above them.

ACAT members expressed concern about adequate colour contrast between the numbers and the coloured circles they are inside, and the differentiation between the colours themselves. Ian Dickson explained that they will use dark lettering in lighter colours and light lettering within the dark, with a 70% light reflective contrast as the standard. For the line colours, 1 through 4 are already in use, but the next line colours are still to be decided, and the issue of colour likeness is an important consideration. They will ensure that, especially at intersections, the lines will have a high contrast. Note that colour will not be the primary line identifier, rather it is secondary to the line number.

At stations where there are modal changes, especially where streetcars go underground, it should be ensured that there is adequate clarification between streetcar and train. Although the

subway lines will be designated by the circle symbol, they may retain the nomenclature of "train" in this situation for added clarity.

Bill Castor raised the suggestion to have the signage say "west" instead of "westbound." After discussion, consensus was to remain with "westbound" as "west" can be construed as a destination rather than a direction of movement.

In the in situ example set in Bloor Station, on the Bloor platform, there is a sign described as, from the left, Left Arrow, 1 in Yellow Circle, "Yonge Line" in large type, "Northbound" in smaller type. From the right, Right Arrow, 1 in Yellow Circle, "Yonge Line" in large type, "Southbound" in smaller type. ACAT members suggest that this sign would be confusing as it seems to be pointing in the directions that the train is going, not the directions that the passengers should walk to get to the Yonge trains. The sign may need to retain the stairway pictogram to indicate that passengers will need to go up another level. Mr. Dickson will take this back.

ACAT members discussed the use of a new pictogram in the in situ example showing a barrier free access route. In this example, the elevator and International Access Symbol pictograms have been combined into one, a blue and white elevator with a standing person and a person in a wheelchair. Members expressed concern that this symbol might be confusing to some, whereas it may also be redundant, as a barrier-free access pathway will, of a necessity, have an elevator. However, members also discussed that this pictogram, by placing the accessibility symbol within the elevator, is giving priority to use for accessibility. Some members found this symbol very clear. Members suggested that having the word "Elevator" as well as the pictogram may be redundant. Mr. Dickson explained that this is for people who may prefer words to images.

ACAT members discussed the proposed signage on the Bloor Station Yonge platform, which indicates the accessible routes. Because these accessible routes are the same, at this point, as the non-accessible, members recommended removing the international symbol of accessibility. However, after discussion, it was decided to retain these symbols because passengers disembarking from the trains need to know if the station is accessible. The symbol, which is not inside an elevator, caused some additional debate as it is inconsistent with the previously discussed symbol. Mr. Dickson explained that the elevator symbol is used to indicate when the elevator is nearby and the accessibility symbol denotes general accessibility.

For the platform level subway system map, ACAT members recommended removing the "north" indication and other map characteristics, as this is more of a listing of stations. Accessibility information will be added.

For the example shown of an automated inaccessible station entrance at street level, the directions given to the accessible doors at the main entrance are too small to see from afar.

ACAT members request a larger indication that this entrance is inaccessible, possibly with a pictogram indicating automated entrance.

At platform level, when an elevator comes out on a centre platform, there is no indication of which train is going in which direction. This is a problem when the trains are in the station and covering the signage on the far walls. ACAT members recommend either a sign within the elevator or just outside, possibly hanging from the ceiling, and an assurance that this will be replaced during construction.

Mr. Dickson will take ACAT's feedback to the working group.

9. Update – Union Station

Deferred to the next ACAT meeting.

10. Update – TTC Public Forum on Accessible Transit Services

Bill Dawson spoke to this.

Arrangements are in place for the May 9, 2013 Public Forum on Accessible Transit. The full communications plan has already begun going out, including the Wheel-Trans newsletter and announcements, hangers on buses and vehicles, and signage at booths. Three advertisements will be placed in the Metro newspaper starting May 1. The full transportation plan is in place with shuttle buses from Bathurst Station and the Dufferin bus. There will be attendants, ASL, captioning, and voice recordings of the event. These recordings may be posted to the TTC website following the Forum. There will be an independent facilitator from Argyle Communications to manage the meeting. They will use four microphones in four quadrants of the audience and go around in order. Bright blue paper will be distributed to be used to flag down the person with the microphone, and can be used to write a question for an attendant or person with microphone to read out. Staff will be situated on the platform to listen and summarize what they have heard.

The usual agenda will be followed, with welcoming words from the TTC Chair, a brief Activities and Achievements Summary, words from the ACAT Chair, and then the Questions and Answers period. Boards will be up for an hour in advance of the Forum and a half hour afterward, with TTC staff available for one-on-one questions and answers. A Twitter feed, #TTCAccess, will be monitored by Argyle staff and reported on during the Forum.

This year, a live feed is not possible due to location restrictions, but is something that TTC Staff will work toward in later years.

Angela Marley added that ACAT will have a table and requests volunteer members to sit on it. As well, members are requested to submit tips for using conventional service, to be compiled and distributed at the Forum.

11. People in Motion

ACAT will have a booth at the People in Motion Show on May 31 and June 1, 2013 at CNE. Members will be contacted by email regarding volunteer sign up.

There will be a Wheel-Trans staff person at the show as well.

12. Subcommittee Reports and Updates

Service Planning Subcommittee (SPS) – Bill Castor, Chair

Deferred to next ACAT meeting.

Design Review Subcommittee (DRS) – Craig Nicol, Chair

Deferred to next ACAT meeting.

Communications Subcommittee (CS) – Debbie Gillespie, Chair

Deferred to next ACAT meeting.

Wheel-Trans Operations Subcommittee (WTOS) – Lynn McCormick, Chair

Deferred to next ACAT meeting.

13. Customer Liaison Panel (CLP) Report – Tim Rose

Presented by Angela Marley, Chair, who attended in place of Tim Rose.

The Customer Liaison Panel Meeting was held on Wednesday, April 10, 2013, chaired by Bob Hughes, Customer Communications.

Members gave their observation from their transit use including: lack of wayfinding signage to TTC from Toronto Convention Centre and positive comments about the recent Pape Station web survey asking customers for their preference in dealing with the construction.

Collie Greenwood, Manager of Station Operations/Collectors, presented the Group Station Managers, their role and plan for subway station management. Five of the six managers were present and gave a brief summary of their background. Angela Marley recommended that ACAT request this presentation for a meeting in the near future.

Staff gave an update on the design of the new TTC uniforms. Sketches of the uniform were displayed and the members provided feedback.

The Customer Charter Quarterly Report was displayed and members gave positive feedback to TTC for meeting the 3rd Quarter goals and being transparent with information. A suggestion was made to create Twitter accounts to keep customers informed of the Charter accomplishments and upcoming targets.

The Panel viewed "The Personal Car – April Fools" video featuring Chris Upfold, Chief Service Officer, and Brad Ross, Executive Director - Corporate Communications. The video uses humour to discourage undesirable behaviour on TTC vehicles, such as eating and nail clipping. The feedback from the public has been positive so other topics may be considered. Members provided feedback including suggestions for other items such as the personal elevator.

Angela Marley invited the CLP members to the 2013 TTC Public Forum on Accessible Transit Service, circulating written invitations from Mitch Stambler.

14. Report on TTC Board Meeting and Accessibility Matters

Deferred to next ACAT meeting.

15. Review of Correspondence - Nil

16. Other / New Business

Howard Wax will send out an email to ACAT members regarding the June 9, 2013 Rodeo/TTC Family Day, from 7:00 a.m. to 3:00 p.m.

17. Next Meeting

The next meeting of ACAT will be held on Thursday, May 30, 2013, in the 7th Floor Boardroom, 1900 Yonge Street.

18. Adjournment

On motion by Howard Wax and seconded by Tim Rose, the meeting was adjourned at 3:21 p.m.

Janet Wright  
Recording Secretary