

**2<sup>nd</sup> Report Accessible Public Transit Service Advisory Committee**  
**Tuesday June 12, 2025**  
**Virtual Meeting**

Those present were:      B. Quesnel - Chair  
                                     E. Harrison – Vice Chair  
                                     L. Boateng  
                                     S. Deebrah  
                                     J. Surerus  
                                     S. Trosow  
                                     D. Whatmore  
                                     S. Oster (non-voting)

Regrets were:              A. Rinn

Also present were:        K. Paleczny – General Manager  
                                     K. Burns – Director of Planning  
                                     S. Wilson – Director of Operations  
                                     B. Goldstone – Manager of Service Integration  
                                     C. Roy – Secretary  
                                     T. Adler - Interpreter  
                                     S. Power - Interpreter

At the June 12, 2025 meeting, the Accessible Public Transit Service Advisory Committee:

- i.      With respect to the Specialized Service Statistics report, copy attached, in addition to reviewing the information in the Staff Report, the Committee held a discussion on the following:
  - a) making use of an emerging email list for communications;
  - b) looking at booking window and alternative strategies; and
  - c) undertaking a more rigorous communication campaign to articulate the effect of no shows/cancellations.
- ii.     With respect to the Specialized Service Scheduling Software Implementation report, copy attached, in addition to reviewing the information in the Staff Report, the Committee held a discussions on the following:
  - a) riders being asked for their communication preferences at time of registration for the service;
  - b) riders be given the opportunity to voluntarily disclose the nature of their trip at time of booking; and
  - c) the training provided to Voyago drivers.
- iii.    With respect to the added verbal report re meeting access for APTSAC, requested that consideration be given to hosting future meetings both online and in person and that the link to the meeting be shared on the corporate website when the agenda is posted.

and NOTED and FILED the following:

- i.      Letter from C. Roy re 1st Report of the Accessible Public Transit Service Advisory Committee; and
- ii.     Staff Report re 2025 Road Construction and Special Events Update.

Caroline Roy  
Secretary,  
Accessible Public Transit Service Advisory Committee