

**MINUTES OF THE ACCESSIBLE PUBLIC TRANSIT SERVICE ADVISORY COMMITTEE
HELD VIA VIDEO CONFERENCE AT 11:00 A.M.
ON THURSDAY JUNE 12, 2025**

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

Absent 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. Webb - Voyago
C. Roy - Secretary
T. Adler – Interpreter
S. Power - Interpreter

Meeting to order

The Chair called the meeting to order.

**Completion and
Acceptance of
Agenda**

The Chair called for acceptance of the agenda as amended, E. Harrison moves, seconded by D. Whatmore, the acceptance of the agenda as amended.

CARRIED.

**Disclosures of
Pecuniary Interest**

The Chair called for disclosures of interest with respect to the agenda as amended. There were no conflicts of interest declared.

Minutes

E. Harrison moves, seconded by D. Whatmore, that the minutes of the meeting held on February 11, 2025 be APPROVED as circulated.

CARRIED.

**Letter from C. Roy
re 1st Report of the
Accessible Public
Transit Service
Advisory Committee**

With regard to the letter from C. Roy, Secretary, London Transit Commission dated February 27, 2025 regarding the 1st Report of the Accessible Public Transit Service Advisory Committee meeting of February 11, 2025, copy attached, E. Harrison moves, seconded by L. Boateng, the letter be NOTED and FILED.

CARRIED.

Specialized Service Statistics

With respect to the Specialized Service Statistics report, copy attached, S. Trosow moves, seconded by L. Boateng, that in addition to reviewing the information in the Staff Report, the Committee held a discussion on the following:

- i. making use of an emerging email list for communications;
- ii. looking at booking window and alternative strategies; and
- iii. undertaking a more rigorous communication campaign to articulate the effect of no shows/cancellations.

CARRIED.

Specialized Service Scheduling Software Implementation

With respect to the Specialized Service Scheduling Software Implementation report, copy attached, S. Trosow moves, seconded by E. Harrison, that in addition to reviewing the information in the Staff Report, the Committee held a discussion on the following:

- i. riders being asked for their communication preferences at time of registration for the service;
- ii. riders be given the opportunity to voluntarily disclose the nature of their trip at time of booking; and
- iii. the training provided to Voyago drivers.

CARRIED.

2025 Road Construction and Special Events Update

With respect to 2025 Road Construction and Special Events Update report, copy attached, E. Harrison moves, seconded S. Trosow, the report be NOTED and FILED.

CARRIED.

Meeting Access for APTSAC

With respect to the added verbal report re Meeting Access for APTSAC, S. Trosow motioned, seconded E. Harrison, requested that consideration be given to hosting future meetings both online and in person (hybrid) and that the link to the meeting be shared on the corporate website when the agenda is posted.

CARRIED.

Date of Next Meeting

Tuesday August 12, 2025 at 11:00 A.M. – at the call of the Chair

Adjournment

E. Harrison moves, seconded by D. Whatmore, the meeting be adjourned. CARRIED. The meeting adjourned at 12:50 p.m.

B. Quesnel - Chair

C. Roy - Secretary