

6th Report Accessible Public Transit Service Advisory Committee
Tuesday November 11, 2025
Hybrid Meeting

- Those present were:
- B. Quesnel - Chair
 - E. Harrison – Vice Chair
 - L. Boateng
 - J. Goldhawk
 - J. Surerus
 - S. Trosow
 - D. Whatmore
 - L. McLean (non-voting)
 - S. Oster (non-voting)
- Regrets:
- S. Deebrah
 - P. Moore
 - A. Rinn
 - T. Whiston (non-voting)
- Also present were:
- K. Paleczny – General Manager
 - K. Burns – Director of Fleet & Facilities
 - S. Wilson – Director of Operations
 - B. Goldstone – Manager of Service Integration
 - C. Roy – Secretary
 - T. Adler – Interpreter
 - G. Messier - Interpreter

At the November 11, 2025 meeting, the Accessible Public Transit Service Advisory Committee:

- i. With respect to the Draft Accessibility Plan (2026-2030) report, copy attached, the Committee CONFIRMED its support of the Communication Review included in the Accessibility Plan as a 2026 initiative.
- ii. With respect to the Customer Portal Access Controls report, copy attached, the Committee REQUESTED the Commission direct Administration to report back at a future meeting with additional information regarding options in use at other transit systems for user access, as well as any other potential implications associated with the implementation of multi-factor authentication.

and RECEIVED the following:

- i. Letter from C. Roy re 5th Report of the Accessible Public Transit Service Advisory Committee;
- ii. Draft 2026 Conventional Transit Service Plan report; and
- iii. Draft 2026 Specialized Transit Service Plan

Enclosures

- I – Draft Accessibility Plan (2026-2030) report
- II – Customer Portal Access Controls report

Caroline Roy
Secretary,
Accessible Public Transit Service Advisory Committee