

**MINUTES OF THE ACCESSIBLE PUBLIC TRANSIT SERVICE ADVISORY COMMITTEE
HYBRID FORMAT
AT 11:06 A.M. ON TUESDAY NOVEMBER 11, 2025**

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 Planning
S. Wilson – Director of Operations
B. Goldstone – Manager of Service Integration
C. Roy – Secretary
T. Adler – Interpreter
G. Messier – Interpreter

Meeting to order

The Chair called the meeting to order.

**Completion and
Acceptance of
Agenda**

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

CARRIED.

**Disclosures of
Pecuniary Interest**

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

Minutes

D. Whatmore moves, seconded by E. Harrison, that the minutes of the meeting held on October 14, 2025 be APPROVED as circulated.

CARRIED.

**Letter from C. Roy
re 5th Report of the
Accessible Public
Transit Service
Advisory Committee**

With regard to the letter from C. Roy, Secretary, London Transit Commission dated October 28, 2025 regarding the 5th Report of the Accessible Public Transit Service Advisory Committee meeting of October 14, 2025, copy attached, D. Whatmore moves, seconded by E. Harrison, the letter be RECEIVED.

CARRIED.

Draft Accessibility Plan (2026-2030)

With respect to the Draft Accessibility Plan (2026-2030) report, copy attached, L. Boateng moves, seconded by E. Harrison, the report be RECEIVED.

E. Harrison moves, seconded by J. Goldhawk, the Committee CONFIRM its support of the Communication Review included in the Accessibility Plan as a 2026 initiative.

CARRIED.

Draft 2026 Conventional Transit Service Plan

With respect to the Draft 2026 Conventional Transit Service Plan report, copy attached, E. Harrison moves, seconded by J. Goldhawk, the report be RECEIVED.

CARRIED.

Draft 2026 Specialized Transit Service Plan

With respect to the Draft 2026 Specialized Transit Service Plan report, copy attached, E. Harrison moves, seconded by J. Goldhawk, the report be RECEIVED.

CARRIED.

Customer Portal Access Controls

With respect to the Customer Portal Access Controls report, copy attached, E. Harrison moves, seconded by J. Goldhawk, the report be RECEIVED.

E. Harrison moves, seconded by J. Goldhawk, the Committee REQUEST the Commission direct Administration 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.

CARRIED.

Date of Next Meeting

To be determined

Adjournment

E. Harrison moves, seconded by L. Boateng, the meeting be adjourned. CARRIED. The meeting adjourned at 12:33 p.m.

B. Quesnel - Chair

C. Roy - Secretary