

1st Report Accessible Public Transit Service Advisory Committee
Tuesday February 17, 2026
Hybrid Meeting

Those present were: B. Quesnel - Chair
 L. Boateng
 J. Goldhawk
 P. Moore
 J. Surerus
 S. Trosow
 D. Whatmore
 L. McLean (non-voting)
 S. Oster (non-voting)

Regrets: E. Harrison – Vice Chair
 A. Rinn
 S. Deebrah
 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
 S. Franke – Commission Chair
 C. Webb - Voyago
 B. Barrett – Interpreter
 G. Messier - Interpreter

At the February 17, 2026 meeting, the Accessible Public Transit Service Advisory Committee:

- i. With respect to the Election of the APTSAC Chair and Vice-Chair, the Committee DEFERRED the voting until the next meeting as the current Vice-Chair was not present. It being noted that the following nominations were received prior to the motion being moved:

P. Moore nominated P. Moore
D. Whatmore & B. Quesnell nominated B. Quesnel

- ii. With respect to the Customer Contact Response Times report, copy attached, the Committee:
 - a. REQUESTED the Commission direct Administration post messaging on the Specialized fleet providing London Transit Customer Service contact information; and
 - b. RECEIVED the report.
- iii. With respect to the 2026 Accessible Public Transit Service Advisory Committee Meeting Dates report, copy attached, the Committee requested the Secretary DISTRIBUTE a poll with options of possible future dates and times for 2026 and report back at a future meeting with the results

and RECEIVED the following:

- i. Letter from C. Roy re 4th Report of the Accessible Public Transit Service Advisory Committee;
- ii. 2026 Service Plan – Conventional Plan report;
- iii. Voice of the Customer – 2025 Survey report; and
- iv. Scheduling System Trip Notification Features report.

Enclosures

I – Customer Contact Response Times report
II – 2026 Accessible Public Transit Service Advisory Committee Meeting Dates

Caroline Roy
Secretary,
Accessible Public Transit Service Advisory Committee