

**2nd Report Accessible Public Transit Service Advisory Committee
Tuesday March 17, 2026
 Hybrid Meeting**

Those present were: B. Quesnel - Chair
 E. Harrison – Vice Chair
 L. Boateng
 J. Goldhawk
 P. Moore
 S. Trosow
 L. McLean (non-voting)
 T. Whiston (non-voting)

Regrets: S. Deebrah
 J. Surerus
 D. Whatmore
 S. Oster (non-voting)

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

At the March 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 ELECTED E. Harrison as Chair and P. Moore as Vice Chair of the Committee for the term of April 1, 2026 ending October 31, 2026.
- ii. With respect to the Letter of Resignation from A. Rinn, voting member, copy attached, the Committee RECOMMENDED the Commission appoint T. Whiston as a voting member recognizing that T. Whiston, currently a non-voting member of the Committee, meets the qualifications of a voting member.
- iii. With respect to the Specialized Service Key Performance Targets 2026, copy attached, the Committee RECOMMENDED the Commission set the Key Performance Indicators (KPIs) for 2026 for the Specialized Service as set out below and requested Administration include data showing the booking line wait times during peak times in future reports.

Indicator	Measure
% of Customers Utilizing Online Portal	20%
Average Wait Time on Booking Line	3 minutes
Non-Accommodate Trips	0.5%
Trip Cancellations	20%
Trip No-Shows	1.9%
Pick-ups under 30 Minutes	99%
Rides under 60 Minutes	98%

- iv. With respect to the Customer Portal Access Controls, copy attached, the Committee RECOMMENDED the Commission maintain the current access controls to the scheduling system’s customer portal and not implement a multi-factor authentication (MFA) step.
- v. With respect to the 2026 Accessible Public Transit Service Advisory Committee Meeting Dates report, copy attached, the Committee CONFIRMED the dates for the 2026 meetings as follows noting the meetings will start at 11am:

Tuesday April 7, 2026
 Tuesday May 26, 2026 - meeting at the call of the Chair
 Tuesday June 9, 2026
 Tuesday July 14, 2026 - meeting at the call of the Chair
 Tuesday August 18, 2026 - meeting at the call of the Chair
 Tuesday September 15, 2026

Enclosures

- I – Letter from A. Rinn re resignation from the Committee
- II – Specialized Service Key Performance Targets 2026 report
- III – Customer Portal Access Controls report
- IV - 2026 Accessible Public Transit Service Advisory Committee Meeting Dates

Caroline Roy
Secretary,
Accessible Public Transit Service Advisory Committee