

**3<sup>rd</sup> Report Accessible Public Transit Service Advisory Committee**  
**Tuesday April 7, 2026**  
**Hybrid Meeting**

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

Regrets: S. Deebrah  
S. Oster (non-voting)

Also present were: K. Paleczny – General Manager  
S. Wilson – Director of Operations - Specialized  
D. Butler – Director of Operations – Conventional  
B. Goldstone – Manager of Service Integration  
C. Roy – Secretary  
C. Webb – Voyago  
A. Daimiee – Interpreter  
G. Mancini - Interpreter

At the April 7, 2026 meeting, the Accessible Public Transit Service Advisory Committee:

- i. With respect to the added item re Candid Committee Minutes, copy attached, the Committee RECOMMENDED to the Commission to modify and update the minutes of these meetings to include candid minutes, wherein topics discussed, people who have contributed and the essence of the discussions is captured. This can be accomplished by AI, as a summary, which would then be edited by a human for clarity, content and continuity.
- ii. With respect to the added item re Feedback on Committee Minutes, copy attached, the Committee RECOMMENDED to the Commission that minutes, once recorded and prepared, be sent to Committee members by email for contributions, feedback and overall understanding. This would give people and opportunity to be briefed on a meeting they were unable to attend, add feedback to a discussion topic or contribute outside of the forum of these meetings. As an Advisory Committee, it is our duty to attempt to represent the community at large, and sometimes that means contributing on behalf of others, regardless of one's own personal opinion.
- iii. With respect to the added item re Opening Meetings to the Public, copy attached, the Committee RECOMMENDED to the Commission that:
  - a. a pilot of opening these meetings up to the public be trialed, as we are bound by the Open Meetings Act, and so far, we are not fulfilling that obligation. Anyone should have the right to join our meetings, listen, and potentially contribute; and
  - b. in the interest of transparency, that the Zoom link be posted on the Agenda for the next three meetings to see how many additional participants we receive.

The option to sit and observe in person is also viable, however, it is not necessarily known by the general public that: a. this Committee exists, and b. that the general public is welcome. Because we are using a hybrid model, both modalities, the zoom link, and in-person options must be available. Those needing accommodations should be encouraged to reach out in advance of meetings to ensure their requests can be met, however, this is not always realistic, so it is the job of LTC to help be creative, innovative and open. Accommodation should not equal exclusion.

- iv. With respect to the added item re Specialized Service New Contract Provider, copy attached, the Committee RECOMMEND to the Commission that because we are undergoing a shift in our contractor for Paratransit, that APTSAC be privy to ALL accessibility-related training and educational materials drivers use in preparation for their admission into the fleet. We can then review the materials, add feedback and assess whether or not there are any gaps.

Additionally, that LTC and Tok Transit allow members of APTSAC to participate directly in training and educating drivers, as real world in-person interactions have been proven far more effective than text-based scenarios or on unpredictable ride-alongs. The Committee realizes this is a departure from how things have been done in the past, but encourage the Commission to grant this request, as issues with Voyago from the customer lens often had to do with driver to customer interaction regarding accommodation for persons with disabilities.

and NOTED and FILED the following:

- i. Letter from C. Roy re 1<sup>st</sup> Report Accessible Public Transit Service Advisory Committee Meeting – February 17, 2026
- ii. Letter from C. Roy re 2<sup>nd</sup> Report Accessible Public Transit Service Advisory Committee Meeting – March 17, 2026
- iii. 2025 Specialized Transit Service Performance Report
- iv. 2025 Conventional Transit Service Performance Report
- v. Contract Award – Primary Service Provider – Specialized Service
- vi. 2026 Road Construction and Special Events Update

Enclosure

- I. Email from E. Harrison, Chair re Added Items

Caroline Roy  
Secretary,  
Accessible Public Transit Service Advisory Committee