

**MINUTES OF THE ACCESSIBLE PUBLIC TRANSIT SERVICE ADVISORY COMMITTEE  
HYBRID FORMAT  
AT 11:00 A.M. ON TUESDAY MARCH 17, 2026**

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

**Meeting to order**

The Chair called the meeting to order.

**Election of Chair  
and Vice-Chair**

The Secretary called for nominations for the position of Chair for the term of April 1, 2026 ending October 31, 2026.

The following nominations were received

J. Goldhawk nominated E. Harrison  
B. Quesnel nominated B. Quesnel  
P. Moore nominated P. Moore

The Secretary asked for further nominations for the position of Chair; there being no further nominations, E. Harrison moves, seconded by S. Trosow, nominations for the position of Chair be closed. CARRIED.

A vote was held for the position of Chair, results of which are as follows:

Voting for E. Harrison were:

E. Harrison  
S. Trosow

Voting for B. Quesnel was:

B. Quesnel

Voting for P. Moore was:

P. Moore

By majority votes, E. Harrison was elected Chair of the Committee for the term of April 1, 2026 ending October 31, 2026.

The Secretary called for nominations for the position of Vice Chair for the term of April 1, 2026 ending October 31, 2026.

The following nomination was received:

E. Harrison nominated P. Moore

The Secretary asked for further nominations for the position of Vice Chair; there being no further nominations, E. Harrison moves, seconded by S. Trosow, nominations for the position of Vice Chair be closed. CARRIED.

P. Moore was acclaimed Vice Chair of the Committee for the term of April 1, 2026 ending October 31, 2026.

CARRIED.

**Completion and Acceptance of Agenda**

The Chair called for acceptance of the agenda, S. Trosow 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**

S. Trosow moves, seconded by P. Moore, that the minutes of the meeting held on February 17, 2026 be APPROVED as circulated.

CARRIED.

**Letter from A. Rinn re resignation from the Committee**

With respect to the letter from A. Rinn dated February 16, 2026 regarding her resignation from the Committee, copy attached, S. Trosow moves, seconded by P. Moore, the letter be RECEIVED.

CARRIED.

S. Trosow moves, seconded by E. Harrison, the Committee RECOMMEND 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.

CARRIED.

**Specialized Service Key Performance Targets 2026**

With respect to the Specialized Service Key Performance Targets 2026 report, copy attached, E. Harrison moves, seconded by P. Moore moves, the Committee RECOMMEND the Commission set the Key Performance Indicators (KPIs) for 2026 for the Specialized Service as set out below:

<b>Indicator</b>	<b>Measure</b>
% 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%

CARRIED.

S. Trosow moves, seconded by E. Harrison, REQUEST Administration include data showing the booking line wait times during the first hour of operation in future reports.

CARRIED.

**Customer Portal Access Controls**

With respect to the Customer Portal Access Controls report, copy attached, J. Goldhawk moves, seconded by E. Harrison, the Committee RECOMMEND the Commission maintain the current access controls to the scheduling system’s customer portal and not implement a multi-factor authentication (MFA) step.

CARRIED.

**2026 Accessible Public Transit Service Advisory Committee Meeting Dates**

With respect to the 2026 Accessible Public Transit Service Advisory Committee Meeting Dates report, copy attached, E. Harrison moves, seconded by J. Goldhawk, the Committee confirm 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

CARRIED.

**Date of Next Meeting**

Tuesday April 7, 2026 at 11am

**Adjournment**

E. Harrison moves, seconded by L. Boateng, the meeting be adjourned. CARRIED. The meeting adjourned at 12:15pm.

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B. Quesnel - Chair

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C. Roy - Secretary

