

**MINUTES OF THE ACCESSIBLE PUBLIC TRANSIT SERVICE ADVISORY COMMITTEE
HYBRID FORMAT
AT 11:05 A.M. ON TUESDAY APRIL 7, 2026**

Those present were: E. Harrison – Chair
P. Moore – Vice Chair
L. Boateng
J. Goldhawk
B. Quesnel
J. Surerus
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. Daimee – Interpreter
G. Mancini - Interpreter

Meeting to order

The Chair called the meeting to order.

**Completion and
Acceptance of
Agenda**

The Chair called for acceptance of the agenda as amended, J. Goldhawk moves, seconded by D. Whatmore, the acceptance of the agenda as amended.

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

P. Moore moves, seconded by J. Goldhawk, that the minutes of the meeting held on March 17, 2026 be APPROVED as amended.

CARRIED.

**Letter from C. Roy,
Secretary re 1st
Report Accessible
Public Transit
Service Advisory
Committee Meeting
– February 17, 2026**

With respect to the letter from C. Roy dated March 31, 2026 regarding 1st Report Accessible Public Transit Service Advisory Committee Meeting – February 17, 2026, copy attached, D. Whatmore moves, seconded by P. Moore, the letter be RECEIVED.

YEAS: E. Harrison, P. Moore, J. Goldhawk, B. Quesnel, J. Surerus, S. Trosow, D. Whatmore and T. Whiston

ABSENT: L. Boateng

CARRIED.

**Letter from C. Roy,
Secretary re 2nd
Report Accessible
Public Transit
Service Advisory
Committee Meeting
– March 17, 2026**

With respect to the letter from C. Roy dated March 31, 2026 regarding 2nd Report Accessible Public Transit Service Advisory Committee Meeting – March 17, 2026, copy attached, P. Moore moves, seconded by D. Whatmore, the letter be RECEIVED.

YEAS: E. Harrison, P. Moore, J. Goldhawk, B. Quesnel, J. Surerus, S. Trosow, D. Whatmore and T. Whiston

ABSENT: L. Boateng

CARRIED.

**2025 Specialized
Transit Service
Performance Report**

With respect to the 2025 Specialized Transit Service Performance Report, copy attached, P. Moore moves, seconded by P. Quesnel moves, the report be RECEIVED.

YEAS: E. Harrison, P. Moore, L. Boateng, J. Goldhawk, B. Quesnel, J. Surerus, S. Trosow, D. Whatmore and T. Whiston

CARRIED.

**2025 Conventional
Transit Service
Performance**

With respect to the 2025 Conventional Transit Service Performance report, copy attached, J. Goldhawk moves, seconded by B. Quesnel, the report be RECEIVED.

YEAS: E. Harrison, P. Moore, L. Boateng, J. Goldhawk, B. Quesnel, J. Surerus, S. Trosow, D. Whatmore and T. Whiston

CARRIED.

**Contract Award –
Primary Service
Provider –
Specialized Service**

With respect to the Contract Award – Primary Service Provider – Specialized Service report, copy attached, P. Moore moves, seconded by J. Goldhawk, the report be RECEIVED.

YEAS: E. Harrison, P. Moore, L. Boateng, J. Goldhawk, B. Quesnel, J. Surerus, S. Trosow, D. Whatmore and T. Whiston

CARRIED.

**2026 Road
Construction and
Special Events
Update**

With respect to the 2026 Road Construction and Special Events Update report, copy attached, S. Trosow moves, seconded by J. Goldhawk, the report be RECEIVED.

YEAS: E. Harrison, P. Moore, L. Boateng, J. Goldhawk, B. Quesnel, J. Surerus, S. Trosow, D. Whatmore and T. Whiston

CARRIED.

Candid Committee Minutes

With respect to the added verbal report re Candid Committee Minutes, J. Goldhawk moves, seconded by S. Trosow, the Committee RECOMMEND 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.

YEAS: E. Harrison, P. Moore, L. Boateng, J. Goldhawk, B. Quesnel, J. Surerus, S. Trosow, D. Whatmore and T. Whiston

CARRIED.

Feedback on Committee Minutes

With respect to the added verbal report re Feedback on Committee Minutes, D. Whatmore moves, seconded by J. Goldhawk, the Committee RECOMMEND 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.

YEAS: E. Harrison, L. Boateng, J. Goldhawk, B. Quesnel, J. Surerus, S. Trosow, D. Whatmore and T. Whiston

ABSENT: P. Moore

CARRIED.

Opening Meetings to the Public

With respect to the added verbal report re Opening Meetings to the Public, S. Trosow moves, seconded by J. Goldhawk, the Committee RECOMMEND to the Commission that:

- i. 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
- ii. 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.

YEAS: E. Harrison, L. Boateng, J. Goldhawk, S. Trosow, D. Whatmore and T. Whiston

NAYS: B. Quesnel and J. Surerus

ABSENT: P. Moore

CARRIED.

**Specialized Service
New Contract
Provider**

With respect to the added verbal report re Specialized Service New Contract Provider, J. Goldhawk moves, seconded by J. Surerus, 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.

YEAS: E. Harrison, L. Boateng, J. Goldhawk, B. Quesnel, J. Surerus, S. Trosow, D. Whatmore and T. Whiston

ABSENT: P. Moore

CARRIED.

**Date of Next
Meeting**

Tuesday May 26, 2026 at 11:00 am

Adjournment

D. Whatmore moves, seconded by J. Goldhawk, the meeting be adjourned. CARRIED. The meeting adjourned at 12:50pm.

E. Harrison - Chair

C. Roy - Secretary