



## **Accessibility Advisory Committee Information Session Minutes**

**Wednesday, February 12, 2025, 1:26 p.m.**

**Thunder Bay 55 Plus Centre**

**700 River Street**

### **1. Accessibility Advisory Committee Information Session 02-2025**

Chair: Samantha Zrobin

### **2. Members**

Nicole Arapov, Parent to a Child with a Disability

Ken Bjorn, Visually Impaired or Blind Representative

Todd Kennedy, Service Agency Representative

George Saarinen, Hard of Hearing/Late Deafened Representative

Samantha Zrobin, Brain Injury Representative

### **3. Officials**

Scott Garner, Municipal Accessibility Specialist

Flo-Ann Track, Council & Committee Clerk

### **4. Guests**

Laura Daniels, Supervisor, Customer Care & Administrative Services - Transit Services

Jessy Bogacki, Program Supervisor - Adult Fitness, Wellness & Inclusion Services

### **5. Welcome and Introductions**

Chair Samantha Zrobin welcomed those in attendance and advised, that due to lack of quorum, the meeting would proceed as an information session.

**6. Communication Process**

Council & Committee Clerk Flo-Ann Track provided an overview of the Committee's communication process.

**7. Disclosures**

None.

**8. Presentations**

**8.1 Electronic Fare Management System**

Purpose: For information

At the February 8, 2023 meeting of the Accessibility Advisory Committee Transit Services advised that a new Electronic Fare Management System and Fare-Box was in the evaluation stage, and that more information would be provided once a vendor has been selected, the system is installed, and training is completed.

Memorandum from Supervisor, Customer Care & Administrative Services - Transit Services Laura Daniels dated February 3, 2025 requesting an opportunity to provide a presentation relative to the new Electronic Fare Management System.

Supervisor, Customer Care & Administrative Services - Transit Services Laura Daniels appeared before Committee and provided an overview of Transits new Electronic Fare Management System and responded to questions.

Discussion was held relative to the above noted. Some of the items discussed as follows:

- New fareboxes have been installed on all conventional and Lift+ specialized buses.
- Paper passes and paper tickets are still being sold and remain in use but will be phased out over time.
  - Paper passes and tickets will be replaced by re-loadable smart cards.
  - Cash will continue to be accepted.
- An early soft launch will start in the coming weeks.

- Public announcements will be made.
  - Watch the City of Thunder Bay's Transit Services website [Transit - City of Thunder Bay](#) Facebook or the media for updates.
  - Once announced anyone who is interested can visit the Transit Administration Office.
- The Transit Administration Office will be the primary location to obtain your re-loadable tap card, there may be other locations offered.
  - When you visit the Transit Office to obtain your electronic card, you will be required to bring proof of eligibility for a Senior, Discount, or Youth pass; therefore, bring your current accessibility ID Card, Lift ID Card, or proof of age.
  - Transit will assist you to register your card.
  - If your card is lost, then it can be cancelled and reissued.
- Once you have your electronic card, you have two options to load rides or passes:
  - Visit a select retailer that offers reloads – the Transit Office will be one location;
  - You can create an online account where you can purchase your monthly pass or tickets online (with a credit card) without visiting an in-person location.
    - You can also set the card to auto-reload with a valid credit card.
- Lift+ Registrants will be mailed a letter introducing the new system. They can return a form to our office. Upon completion, we will set up a card for them and mail it back to them.
- Transit Services will provide an information brochure with each new card.
- To use the card on the bus:
  - Simply hold the smart card flat on the top of the farebox and wait for it to beep. It does not matter what way the card is placed on the farebox.

- For Conventional buses, transfers will be stored on the smart card instead of issued via by the driver.
- If you are utilizing Lift+, the Operator has a handheld reader to scan your smart card.

Members provided the following feedback:

- Print media should also be used to provide public messaging.
  - potential flyer for Senior homes.
- Does the card include braille?
  - no, but a label can be attached to identify the card.
- Can a hole be put in the card for a lanyard.
  - no.
- Can a corner be cut off to identify it?
  - Administration will find out and follow up with the AAC.

## **9. Minutes of Previous Meeting**

Item deferred to next meeting.

## **10. Appointment of Chair and Vice-Chair**

Purpose: Required Annually

Item deferred to next meeting.

## **11. Terms of Reference**

Purpose: For Discussion

Under Section 3.17, Procedural By-law 51/2021, A By-law to govern the proceedings of Council and its Committees - Purpose and Responsibilities, requires an annual review of the Terms of Reference.

Document entitled "Accessibility Advisory Committee - Terms of Reference - Ratified July 15, 2024", for information.

Item deferred to next meeting.

**12. Roundtable of Accessibility Issues**

Members to report on accessibility issues encountered in the community.

Discussion was held relative to the above noted. Some of the items discussed as follows:

**12.1 The Scotties**

A member advised that the shuttles being used are not accessible for individuals utilizing mobility devices.

**12.2 Adult Change Tables in Accessible Washrooms**

A member asked if adult change tables are required under the Ontario Building Code in Accessible Washrooms?

Municipal Accessibility Specialist Scott Garner advised that the Ontario Building Code has been updated to include Adult Change Tables in new or updated Accessible Washrooms.

**13. Working Group Updates**

Item deferred to next meeting.

**14. 2025 Meeting Schedule**

Meetings of the Accessibility Advisory Committee will be scheduled from 1 p.m. to 3 p.m. at the Thunder Bay 55 + Centre, 700 River St. on the following dates:

- Wednesday, March 12, 2025
- Wednesday, April 9, 2025
- Wednesday, May 14, 2025
- Wednesday, June 11, 2025
- Wednesday, September 10, 2025
- Wednesday, October 8, 2025
- Wednesday, November 12, 2025

**15. Adjournment**

The meeting adjourned at 2:34 p.m.