



City of Hamilton

ADVISORY COMMITTEE FOR PERSONS WITH DISABILITIES AGENDA

Meeting #: 22-009
Date: July 12, 2022
Time: 3:30 p.m.
Location: Room 264, 2nd Floor, City Hall
(hybrid) (RM)
71 Main Street West

Carrie McIntosh, Legislative Coordinator (905) 546-2424 ext.2729

	Pages
1. CEREMONIAL ACTIVITIES	
2. APPROVAL OF AGENDA	
(Added Items, if applicable, will be noted with *)	
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7. CONSENT ITEMS

- 7.1. Built Environment Working Group Update (no copy)
- 7.2. Housing Issues Working Group Update (no copy)
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- 7.3. Outreach Working Group Update
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- 7.4. Transportation Working Group Update
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- 7.5. Strategic Planning Working Group Update
 - b. Strategic Planning Working Group Meeting Notes - June 17 2022 43
- 7.6. Accessible Open Spaces and Parklands Working Group

8. STAFF PRESENTATIONS

- 8.1. Maureen Cosyn Heath, Director of Transit respecting Hamilton Street Railway and Accessible Transportation 45
- 8.2. Presentation by a representative from the Crisis Outreach and Support Team (COAST) (no copy)

9. PUBLIC HEARINGS / DELEGATIONS

10. DISCUSSION ITEMS

11. MOTIONS

12. NOTICES OF MOTION

13. GENERAL INFORMATION / OTHER BUSINESS

13.1. Accessibility Complaints to the City of Hamilton (no copy)

13.2. Accessibility for Ontarians with Disabilities Act, 2005
(AODA) Update (no copy)

13.3. Presenters List for the Advisory Committee for Persons
with Disabilities (no copy)

14. PRIVATE AND CONFIDENTIAL

15. ADJOURNMENT



Hamilton

**ADVISORY COMMITTEE FOR PERSONS WITH
DISABILITIES**

MINUTES 22-007

4:00 p.m.

Tuesday, June 14, 2022

**Due to COVID-19 and the Closure of City Hall,
this meeting was held virtually.**

Present: A. Mallett (Chair), J. Kemp (Vice-Chair)
S. Aaron, P. Cameron, J. Cardno, M. Dent,
A. Frisina, L. Janosi, T. Manzuk, M. McNeil,
T. Murphy, K. Nolan, T. Nolan

Absent

with Regrets: Mayor F. Eisenberger, L. Dingman,
P. Kilburn, C. McBride, R. Semkow

Chair Mallett called the meeting to order and recognized that the Committee is meeting on the traditional territories of the Erie, Neutral, HuronWendat, Haudenosaunee and Mississaugas. This land is covered by the Dish with One Spoon Wampum Belt Covenant, which was an agreement between the Haudenosaunee and Anishinaabek to share and care for the resources around the Great Lakes. It was

further acknowledged that this land is covered by the Between the Lakes Purchase, 1792, between the Crown and the Mississaugas of the Credit First Nation. The City of Hamilton is home to many Indigenous people from across Turtle Island (North America) and it was recognized that we must do more to learn about the rich history of this land so that we can better understand our roles as residents, neighbours, partners and caretakers.

THE FOLLOWING ITEMS WERE REFERRED TO THE GENERAL ISSUES COMMITTEE FOR CONSIDERATION:

1. Accessible Open Spaces and Parklands Working Group Draft Terms of Reference (Item 7.6 (a))

(T. Nolan/K. Nolan)

That the Accessible Open Spaces and Parklands Working Group Draft *Work Plan*, as amended, be approved.

Main Motion, as Amended, CARRIED

2. Appointment of Paula Kilburn to the Accessible Open Spaces and Parklands Working Group (Added Item 7.6 (c))

(T. Nolan/K. Nolan)

That Paula Kilburn be appointed to the Accessible Open Spaces and Parklands Working Group of the Advisory Committee for Persons with Disabilities.

CARRIED

3. Invitation to Staff Respecting the Differences Between By-laws, Regulations and Guidelines (Added Item 7.6 (d))

(T. Nolan/K. Nolan)

That the appropriate staff be invited to a future meeting of the Advisory Committee for Persons with Disabilities (ACPD) respecting the differences between by-laws, regulations and guidelines, what the City can and cannot enact and what ACPD could recommend be enacted with respect to by-laws, regulations and guidelines.

CARRIED

FOR INFORMATION:

(a) CHANGES TO THE AGENDA (Item 2)

The Committee Clerk advised of the following changes to the agenda:

7. CONSENT ITEMS

- 7.6 (b) Accessible Open Spaces and Parklands Working Group Meeting Notes - May 25, 2022

8. PRESENTATIONS

- 8.3 Presentation by Andrea McDonald, Senior Project Works Manager, Public Works respecting the Location of a Wheelchair Swing in William Connell Park

CHANGES TO THE ORDER OF ITEMS:

11. MOTIONS

The following item is to be moved up on the agenda to be considered following Item 4.1 Approval of the Minutes of the Previous meeting:

11.1 **Operation of Vehicles in Public Parks and Green Spaces**

(McNeil/Cameron)

That the agenda for the June 13, 2022 meeting of the Advisory Committee for Persons with Disabilities, be approved, as amended.

CARRIED

(b) DECLARATIONS OF INTEREST (Item 3)

There were no declarations of interest.

(c) APPROVAL OF MINUTES (Item 4)**(i) May 24, 2022 (Item 4.1)****(Kemp/Frisina)**

That the minutes of the May 24, 2022 meeting of the Advisory Committee for Persons with Disabilities, be approved, as presented.

CARRIED**(e) CONSENT ITEMS (Item 7)****(i) Built Environment Working Group Update
(Item 7.1)****(Manzuk/Kemp)**

That the verbal update from T. Manzuk respecting the Built Environment Working Group Meeting, be received.

CARRIED**(ii) Housing Issues Working Group Update
(Item 7.2)****(1) Housing Issues Working Group Meeting
Notes – April 19, 2022 (Item 7.2 (a))****(Cardno/McNeil)**

That the Housing Issues Working Group Meeting Notes of April 19, 2022, be received.

CARRIED

(iii) Outreach Working Group Update (Item 7.3)

(a) Outreach Working Group Meeting Notes:

**(1) Accessibility Fair Update, May 2022
(Item 7.3 (a))**

(2) May 17, 2022 (Item 7.3 (b))

(3) June 1, 2022 (Item 7.3 (c))

(Cameron/Frisina)

That the above Outreach Working Group Meeting Notes, be received.

CARRIED

**(iv) Transportation Working Group Update
(Item 7.4)**

(Cardno/Janosi)

That the verbal update from S. Aaron respecting the Transportation Working Group, be received.

CARRIED

**(v) Strategic Planning Working Group Update
(Item 7.5)**

No update.

**(vi) Accessible Open Spaces and Parklands
Working Group Update (Item 7.6)**

**(1) Accessible Open Spaces and Parklands
Working Group Draft Terms of Reference
(Item 7.6 (a))**

(T. Nolan/K. Nolan)

That the Accessible Open Spaces and Parklands Working Group Draft Terms of Reference, be approved.

(T. Nolan/K. Nolan)

(a) That the main motion be ***amended*** by deleting the words ***“Terms of Reference”*** and replacing with the words ***“Work Plan”***, to read as follows:

That the attached Accessible Open Spaces and Parklands Working Group Draft ~~***Terms of Reference***~~ ***Work Plan***, be approved.

(b) That the Accessible Open Spaces and Parklands Working Group Draft Work Plan be ***amended*** as follows:

(i) By deleting, in its entirety, the ***“Membership and Administrative Assistance”*** section, as follows:

Membership and Administrative Assistance

-

~~**Members of ACPD as assigned to the working group by the ACPD.**~~

~~**Staff members as assigned by senior staff and management.**~~

~~**Members of any other City Committee as may be assigned by invitation of the ACPD.**~~

~~**Meeting agendas shall be prepared by the Working Group chair in consultation with working group members and City staff.**~~

~~**For purposes of taking notes of monthly meetings, maintenance and distribution thereof, this will be undertaken by staff.**~~

~~**Any proposed guidelines, standards or related designs shall be maintained by staff, converted to technical requirements and reported to City Council as appropriate by staff.**~~

~~***Any final report due to Council respecting any design guidelines or standards shall be reported to City Council by staff following endorsement of the full ACPD.***~~

CARRIED

For disposition of this matter, refer to Item 1.

(2) Accessible Open Spaces and Parklands Working Group Meeting Notes - May 25, 2022 (item 7.6 (b))

(T. Nolan/K. Nolan)

That the Accessible Open Spaces and Parklands Working Group Meeting Notes of May 25, 2022, be received.

CARRIED

(f) PRESENTATIONS (Item 8)

(i) Presentation by Rich Padulo, Founder of Treat Accessibly respecting the Treat Accessibly Campaign (Item 8.1)

Rich Padulo, Founder of Treat Accessibly, addressed the Committee respecting the Treat Accessibly Campaign, with the aid of a PowerPoint presentation.

(Frinsina/Dingman)

That the presentation by Rich Padulo, Founder of Treat Accessibly respecting the Treat Accessibly Campaign, be received.

CARRIED

(ii) Presentation by Alison Carlyle, Project Manager - Sustainable Mobility, respecting the Ontario Cargo E-Bike Pilot Program (Item 8.2)

Alison Carlyle, Project Manager - Sustainable Mobility, provided a presentation respecting the Ontario Cargo E-Bike Pilot Program, with the aid of a PowerPoint presentation.

(McNeil/Cardno)

That the presentation by Alison Carlyle, Project Manager - Sustainable Mobility, respecting the Ontario Cargo E-Bike Pilot Program, be received.

CARRIED

(iii) Presentation by Andrea McDonald, Senior Project Works Manager, Public Works respecting the Location of a Wheelchair Swing in William Connell Park (Item 8.3)

Andrea McDonald, Senior Project Works Manager, Public Works, provided a presentation respecting the Location of a Wheelchair Swing in

William Connell Park, with the aid of a PowerPoint presentation.

(McNeil/Janosi)

That the presentation by Andrea McDonald, Senior Project Works Manager, Public Works, respecting the Location of a Wheelchair Swing in William Connell Park, be received.

CARRIED

(g) MOTIONS (Item 11)

(i) Operation of Vehicles in Public Parks and Green Spaces (Item 11.1)

(Cardno/Kemp)

That the Motion respecting Operation of Vehicles in Public Parks and Green Spaces be referred to the Built Environment Working Group for discussion with staff.

CARRIED

(i) GENERAL ISSUES / OTHER BUSINESS (Item 13)

(Murphy/Cameron)

That the following items be deferred to the July 12, 2022 Advisory Committee for Persons with Disabilities meeting due to time constraints:

- (1) Accessibility Complaints to the City of Hamilton (Item 13.1)

- (2) *Accessibility for Ontarians with Disabilities Act, 2005 (AODA) Update (Item 13.2)*
- (3) Presenters List for the Advisory Committee for Persons with Disabilities (Item 13.3)
- (4) Virtual Meetings for ACPD Working Groups (Item 13.4)

CARRIED

(j) ADJOURNMENT (Item 15)

(Murphy/McNeil)

That there being no further business, the Advisory Committee for Persons with Disabilities, be adjourned at 6:19 p.m.

CARRIED

Respectfully submitted,

Aznive Mallett, Chair
Advisory Committee for
Persons with Disabilities

Carrie McIntosh
Legislative Coordinator
Office of the City Clerk



Hamilton

**ADVISORY COMMITTEE FOR PERSONS WITH
DISABILITIES
MINUTES 22-008**

2:30 p.m.

Tuesday, June 28, 2022

Room 264, 2nd Floor

Hamilton City Hall

71 Main Street West

Present: T. Murphy (Acting Chair), J. Kemp (Vice-Chair), A. Mallett (Chair), S. Aaron, L. Dingman, L. Janosi, P. Kilburn, T. Manzuk, M. McNeil, K. Nolan, T. Nolan

Absent

with Regrets: Mayor F. Eisenberger, P. Cameron, J. Cardno, M. Dent, A. Frisina, C. McBride, R. Semkow

Acting Chair Murphy called the meeting to order and recognized that the Committee is meeting on the traditional territories of the Erie, Neutral, HuronWendat, Haudenosaunee and Mississaugas. This land is covered by the Dish with One Spoon Wampum Belt Covenant,

which was an agreement between the Haudenosaunee and Anishinaabek to share and care for the resources around the Great Lakes. It was further acknowledged that this land is covered by the Between the Lakes Purchase, 1792, between the Crown and the Mississaugas of the Credit First Nation. The City of Hamilton is home to many Indigenous people from across Turtle Island (North America) and it was recognized that we must do more to learn about the rich history of this land so that we can better understand our roles as residents, neighbours, partners and caretakers.

THE FOLLOWING ITEMS WERE REFERRED TO THE GENERAL ISSUES COMMITTEE FOR CONSIDERATION:

1. Advisory Committee for Persons with Disabilities - Accessibility Fair Budget (Item 7.3 (a))

(Kilburn/Kemp)

That the proposed budget for the “Ability First” Advisory Committee for Persons with Disabilities Accessibility Fair to be held October 5, 2022, be approved, with the purchase, cost and the reservation fee for the banner being approved subject to the following condition:

- ***the City’s ability to store the banner being purchased for this event and for future events by the Advisory Committee for Persons with Disabilities.***

Main Motion, *as Amended*, CARRIED
FOR INFORMATION:

(a) CHANGES TO THE AGENDA (Item 2)

The Committee Clerk advised that there were no changes to the agenda.

(K. Nolan/Dingman)

That the agenda for the June 28, 2022 meeting of the Advisory Committee for Persons with Disabilities, be approved.

CARRIED

(b) DECLARATIONS OF INTEREST (Item 3)

There were no declarations of interest.

(c) CONSENT ITEMS (Item 7)

(iii) Outreach Working Group Update (Item 7.3)

(1) Advisory Committee for Persons with Disabilities – Accessibility Fair Budget (Item 7.3 (a))

(Kilburn/Kemp)

That the proposed budget for the “Ability First” Advisory Committee for Persons with Disabilities Accessibility Fair to be held October 5, 2022, be approved.

(T. Nolan/K. Nolan)

That the Motion respecting the proposed budget for “Ability First” Advisory Committee for Persons with Disabilities Accessibility Fair to be held October 5, 2022, be **amended** by adding the following condition with respect to the purchase, cost and the reservation fee for the banner:

That the proposed budget for the “Ability First” Advisory Committee for Persons with Disabilities Accessibility Fair to be held October 5, 2022, be approved, with the purchase, cost and the reservation fee for the banner being approved subject to the following condition:

- ***the City’s ability to store the banner being purchased for this event and for future events by the Advisory Committee for Persons with Disabilities.***

CARRIED

For disposition of this matter, refer to Item 1.

(d) DISCUSSION ITEMS (Item 10)**(i) Ontario Cargo E-Bike Pilot Program
(Item 10.1)**

Alison Carlyle, Project Manager - Sustainable Mobility, provided the Committee with an overview of the Ontario Cargo E-Bike Pilot Program.

(McNeil/Kemp)

That the overview respecting the Ontario Cargo E-Bike Pilot Program, be received.

CARRIED**(e) GENERAL ISSUES / OTHER BUSINESS (Item 13)****(i) Presenters List for the Advisory Committee
for Persons with Disabilities****(McNeil/Kilburn)**

That the verbal update by Legislative Coordinator McIntosh respecting the presenters list for the Advisory Committee for Persons with Disabilities, be received.

CARRIED

(f) ADJOURNMENT (Item 15)

(Kilburn/McNeil)

That there being no further business, the Advisory Committee for Persons with Disabilities, be adjourned at 3:40 p.m.

CARRIED

Respectfully submitted,

Tim Murphy, Acting Chair
Advisory Committee for
Persons with Disabilities

Carrie McIntosh
Legislative Coordinator
Office of the City Clerk

-----Original Message-----

From: City of Hamilton, Ontario, Canada via City of Hamilton, Ontario, Canada <[no-reply@hamilton.ca](mailto:reply@hamilton.ca)>

Sent: Sunday, June 26, 2022 10:09 PM

To: clerk@hamilton.ca

Subject: Form submission from: Request to Speak to Committee of Council Form

Submitted on Sunday, June 26, 2022 - 10:08pm Submitted by anonymous user:
172.70.127.12 Submitted values are:

==Committee Requested==

Committee: Other Advisory/Sub-Committee

Will you be delegating in person or virtually? Virtually

Specify which Advisory/Sub-Committee: Advisory Committee for
Persons with Disabilities

Will you be delegating via a pre-recorded video? No

==Requestor Information==

Name of Organization (if applicable):

Name of Individual: Angelica Hasbon

Preferred Pronoun:

Contact Number: [REDACTED]

Email Address: [REDACTED]

Mailing Address:

[REDACTED]

Reason(s) for delegation request: Issues relating to housing and
accessibility for people on disability that are also on housing.

Will you be requesting funds from the City? No

Will you be submitting a formal presentation? No

Housing Working Group Meeting Notes

Tuesday May 17th, 2022

Virtual WebEx Meeting

10:00AM – 12:00PM

Those in Attendance: Tom Manzuk, Jayne Cardno, Lance Dingman, James Kemp

Also in Attendance: Jessica Bowen, Lisa Nussey, Marcie McIlveen

Those absent: Robert Semkow

1. Welcome and introductions.
2. Approval of May 17th Agenda: Agenda was approved.
3. Approval of April 19th Meeting Notes: The meeting notes were not ready in time present at this meeting. Chair is having difficulties accurately transcribing the meeting's dense discussions.
4. Discussion with HAMSMaRT: Hamsmart began with a group of doctors struggling to properly treat patients that also suffered from drug addiction. The symptoms of withdrawal were too intense for the patients to stay

in hospital long enough to help them with their health issues. Standard practice was to ignore the drug issues, but when they began treating patients for both issues, they were better able to help them. Hamsmart began to get a reputation for working effectively with people also struggling with drug addiction and they grew their staff to encompass a wide variety of medical practitioners in a more holistic approach to the problem. They also recognized that Health Care is a largely political problem and that the current system produces unwell people at a rate faster than they could ever treat. It is unfortunate, but a large percentage of homeless people are addicted to drugs. There is some debate on which came first, the drug addiction or the homelessness. Most people that haven't experienced homelessness assume that people couldn't control their addiction and that is how they came to be there. The sad truth is that homelessness is a bleak and soul destroying experience. It is easy to understand from this perspective how so many of them turn to drugs to numb the pain and monotony of their daily struggle to survive.

Hamsmart has become a political organization as well as a health care provider especially since the pandemic and the encampment issue when they had to represent the homeless.

Stagnant social assistance rates are a significant contributing factor to the problem, coupled with skyrocketing property costs have created almost a perfect storm. The system is putting the onus of the problem on the individual, when the system is the root cause of the problem and it is important to note that. Before the pandemic, there was no attention paid to the deficiencies of the system. It was impossible to get anyone in the City to understand that there was even a problem in the first place. City Council has continued to lay the blame of homelessness and peoples inability to conform to the shelter programs on the individual instead of recognizing that the system itself is not serving those individuals. All levels of government need to recognize that blaming a person for their circumstances only makes themselves feel better about ignoring the problem. Lance asked: Would it be beneficial to have all the agencies and organizations that are trying to address homelessness sit down and discuss these issues? Marcie Answered: Unless the City and City staff are present and open to understanding what the problems actually are, I don't believe it will be effective. We know what the problems are. We need to see action at government levels. Marcie pointed out a number of issues with things like VISPDAT.

James asked: Given the continued miscommunication and misunderstanding between individuals and government, what would you recommend or suggest to get some of those issues addressed?

Lisa answered: We have the same problem that you are. We can't seem to get the people in power to understand or pay enough attention to the issues. We had a very brief success during the encampment negotiations with Council, and we were excited that we finally made some of them understand a few of the issues at hand. However, at the very next Council meeting, they went ahead and removed encampment protections and made it illegal again to be homeless. They did so without any real change to a system they understood to be flawed. It should be noted that the majority of Council is more focused on property development than social justice.

We discussed VISPDAT: Vulnerability Index-Service Prioritization Assistance Tool. It is the tool that social programs use to measure what place a person is on a list for services and what services they are eligible for. It has been deemed ineffective and is being pulled from use in several municipalities. There are many concerns that it puts people into boxes, prevents them from getting access to services if you score too high. People are now being coached to ensure that they don't score too high which negates or reduces its

effectiveness. There are concerns that it overestimates the impact of substance abuse and prevents users from being sheltered safely.

We discussed how the medical system needs to treat substance abuse as a symptom of other issues instead of the cause of them. How properly prescribing the correct medications early can prevent some people from turning to street drugs.

Lisa suggested we invite Jennie Vengris from CUPA (Community University Policy Alliance) to discuss RCFs and systemic homelessness.

We discussed what would be considered a success in housing or if we could in fact measure progress at all.

Lisa suggested inviting the DJNO (Disability Justice Network of Ontario) or Dr. Emile Joseph to further discuss some of these issues.

Hamsmart was invited to attend the Accessibility Fair and set up an information table.

5. Housing Guide Review: The Chair asked if everyone needed paper copies sent to them before we begin. Members agreed that it was necessary. Jayne pointed out that there should be a number of copies in inventory already.
Jayne also suggested adding a transitional housing portion of our guide and sending copies out to SAC and HAAC.

6. Other Business: Jayne mentioned the need for real time numbers on homelessness.

7. Adjournment

Outreach Working Group Accessibility Fair July 4th Update

Event Planning: We have received most of our permissions for the event with the exception of food service. Until we confirm a vendor there seems no need to complete that process. I will update the OWG as that changes. The HSR and DARTS vehicles have been confirmed and they have spaces reserved on Jackson Street at the end of the Forecourt. I am preparing a scale map of the site so we can begin planning layouts. Paula is finishing the contact list for local organizations/stakeholders to invite them to the event and set up tables. We will also approach some of them to help set up some of the events or provide equipment to allow us to do so. The budget was passed by GIC today.

Advertising: We have purchased the website and a basic package from Wordpress along with removal of any advertising. I am building it now and using the accessibility checklist to ensure we reach AAA compliance. It will be a very simple website with four or five pages: an about us, a contact page, a participant page, a page about IDPWD and a home page. I will have something for review within the week. I have also mocked up a poster with a few versions to choose from and am mocking up various signage in case we need it. I have unified the colour scheme across them all as it has the required 7:1 contrast

ratio. I will have it ready for OWG's approval on Monday the 11th. I will have to move it on the floor at the meeting the next day due to its last minute nature, but I was unable to avoid this. I am working on finding a home for the banner with the City but Premier Printing has also quoted \$100 to store the banner 4' x 1' x 1' safely until we need it in a few years and this is an option as well.

Outreach Working Group Meeting Notes

Tuesday June 21st, 2022

Virtual WebEx Meeting

4:00 PM – 6:00 PM

Those in Attendance: Patty Cameron, Paula Kilburn, James Kemp, Tom Manzuk, Aznive Mallett, Anthony Frisina

Also in Attendance: Sunil Angrish

Those Absent: Jayne Cardno

1. Welcome
2. Approval of June 21st Agenda: Agenda was approved with the following additions; Database project, Scooter Breakdown project, Accessibility Awards.
3. Outreach Working Group Chair: Patty nominated James as Chair and was unopposed.
4. ACPD Accessibility Fair 2022:
 - a. The Event: We took a few minutes to discuss the plans for the event itself. Aznive would give an opening introduction for the mayor to give his opening address(if he is available), followed by

- Aznive again, followed by a land acknowledgement. We talked about having an indigenous representative give the acknowledgement. It was suggested that Anthony Emcee the event. Tom raised concerns about the fact the event would be taking place during the election cycle and might be considered a contribution.
- b. Presenter problem: We discussed the lack of available space inside City Hall for us to have a presenter portion of the event. It was found to be very expensive to have an accessible stage built for the day. Given the number of activities already planned, we decided to remove presentations from our event roster.
 - c. Budget: We went through the budget and made adjustments to some of the initial figures and added some items like ID badges. Patty offered to loan us the use of her PA system so we could remove that. She also offered to donate a couple of coolers that she would fill with water bottles. The budget was approved with the changes.
 - d. Stakeholder/Local Organizations Invite list: We discussed the list Paula was putting together for us to send out invites. We discussed some of the people that should be invited. Paula is finalizing it and trying to ensure the contact info is correct.

- e. Website and Media. We discussed the website, but as James didn't have access to the program yet, it was very brief. James provided the group some examples of the media he had mocked up. There were several suggestions and James will make changes and come back to the OWG before the next ACPD for final approval.
- f. Unofficial Release for Local Organizations/Stakeholders: We read through the release, Patty pointed out that James had misnamed her organization Steel City Rollers instead of the correct Steel City Wheelers, It will be adjusted. Aznive asked that we add a section asking them to send the release out to anyone that they think should be informed. It was approved for release.

5. Other Business:

- a. Database Project: Patty asked for an update on the project and wanted to ensure it was being shepherded through the process. Paula informed us that Jayne, Tom and herself would be attending an upcoming meeting with staff to discuss just that.
- b. Scooter Breakdown: Patty asked for an update on this project. Paula informed us that there is no update yet, that it is still working its way through staff.

c. Accessibility Awards: Patty asked for an update on the project, because she was hoping the first awards could be made to coincide with the event. As it is still being worked on by staff, it won't be ready until sometime next year hopefully.

6. Adjournment

ACPD Accessibility Fair Budget As Of 17-06-2022

Operational Costs and Equipment

30 x 8' Tables	\$12.00 Per Unit	\$360.00
30 Basic Folding Chairs	\$2.00 Per Unit	\$60.00
20 Padded Chairs	\$4.88 Per Unit	\$97.60
12 Retractable Stanchions	\$19.69 Per Unit	\$236.28
Delivery And Pick Up Fee		\$69.99
1 Roll of Caution Tape	\$12.99 Per Unit	\$12.99
Parking Permits for Buses		To Be
Determined		

Food/Drink for 50 Volunteers \$11.00 Per Unit	\$550.00
Equipment To Set Up Activities	\$250.00
Taxes	\$212.79
Total	\$1849.65

Advertising

Website Address and Support	\$106.22
Banner Reservation Fee	\$371.00

Banner Cost To Be
Determined

Liability Insurance For The Banner To Be
Determined

Additional Signage To Be
Determined

Taxes	\$62.04
Total	\$539.26

Presentation Costs

A lot of the budget was meant to pay for things like Closed Captioning and ASL. Now that we can't set up a space inside, we would have to set up a presentation space outside. The OWG needs to decide if we will try to add some sort of presentations outside or put our

focus on the more interactive portions of the event. The cost of a ramped stage is prohibitive. We may need some sort of audio equipment for presentations anyway if the Mobility Vendors require it.

PA System With Stand and Microphone

\$165.00

Food Service

Inspection Costs Per Vendor

\$41.80

A member of the committee is in negotiations with Mission Services to provide food service on a non-profit basis. In case that isn't possible, I looked into the costs of providing simple fare like hotdogs and veggie dogs and water. By the time I was calculating the cost of hand wash stations, grey water barrels and food handling training, I realized that it is just too complicated for us to do food service ourselves. I do not recommend this option for many reasons, none more so than it would require at least \$2000 to set up initially.

Virtual Event

We had initially planned to have the presentations available virtually. We can still do some sort of virtual presence with some of the students, but I cannot provide an estimate of costs at this time.

Unofficial Stakeholder Release

On Wednesday October 5th, 2022, the Advisory Committee for Persons with Disability is putting on a major interactive event on the Forecourt surrounding City Hall. We are calling it ACPD's Accessibility Fair 2022 and the theme is "Ability First". It is from 11:00AM to 3:30PM

We cordially invite your organization to set up an informational table at the event and provide education to the public in attendance about what your organization does and how it affects or is affected by, persons with disabilities. The event should also provide a forum for you to converse with other like-minded groups. We are currently not allowed to sell product even for fundraising purposes.

Our interactive events are aimed at providing a fun or informative experience for all citizens of Hamilton whether they have a disability or not. We are planning to have various mobility device obstacle courses. We are having the Steel City Rollers do a square dancing demonstration. We are talking to Mobility device providers about teaching of new equipment, or demonstrating how to properly maintain a mobility

device. We are setting up a “Chair Wash” so people can get a quick wipe down of their device and maybe a quick tune up.

Do you have some ideas for an interactive activity? Please let us know as soon as possible and we will see what we can do to support your event.

We will have a conventional bus and a DARTS bus on site so able bodied people can try to board them with mobility devices and perhaps understand why we need the space we do. It will also provide an opportunity for people with mobility devices to try to board both vehicles so they can experiment in a safe environment.

We look forward to hearing from you and know that together, we can make this event a success. Advertising and website will be available as soon as it is approved by Council.



Hamilton

COMMITTEE MEMBER RESIGNATION FORM

I, Tim Murphy, would like to submit my resignation, effective June 28, 2022, from the ACPD, Transportation Working Group, for the following reason(s):

- My circumstances have changed and I know longer have the time to effectively participate on the Committee.
- Personal reasons.
- Other (please explain briefly):

Additional Comments (optional)

June 28, 2022

Signature

Date

SPWG meeting June 20, 2022

Present: Patty, Jayne, Tim, Anthony, Aznive

Regrets: Mark, James

Absent: Tom

Meeting started at 2 PM

Reviewed notes from previous meeting. There were no objections to the notes.

Discussion about Jayne's motion regarding public parks and city and contracted vehicles. We look forward to staff report and potential solution.

Transportation motion by Tim update. Director of transportation, Maureen will be at the July meeting for one hour. Once we have heard her, we have an opportunity to consult with other stakeholders and hear what they see as necessity for transportation within our community and to formulate motions regarding transportation. It was decided to Email a letter to Paula and copy it to Mark , Shahan and Tom asking why it is we are not getting the darts reports which were being provided by Owen.

Need to revise the ACPD Terms of Reference. Can we piggyback information the selection committee needs in order to bring on new ACPD members? Patty and Tim volunteered to work on this and bring it back to SPWG to then forwarded to ACPD.

SPWG needs a working plan as Jayne stated this committee needs to clearly state its purpose for the next term ACPD members. Jayne and Aznive will work on this and bring a draft to SPWG which will then be forwarded to ACPD for approval.

Tim asked if we should extend the time of our ACPD meetings as we have been running out of time without completing the agenda. It was agreed for this item to be discussed at the July ACPD meeting.

Clarifying ACPD role. Jayne's motion to work with McMaster for information and communications process was deferred without discussion. There will be a half-hour meeting with Jayne, Paula, and Tom to further explore this motion. There was a decision without ACPD input regarding refreshments at our first Live Meeting. After discussion with Carrie, she clarified that according to procedures, ACPD can construct its own letters and contact speakers. When possible, we should have our correspondence created so that ACPD can discuss and approve or not.

With approval from Council, ACPD should consider a candidates' event.

Decided that city councilors and staff should work with us to fully understand what ACPD does in order to help the new ACPD members when they come on board.

Meeting adjourned at 3:50 PM.

City of Hamilton

Accessible Transportation Services Performance Review

2019-2021 and Q1 2022

Michelle Martin

Manager, Accessible Transportation Services

Transit Division

Public Works Department

7-12-2022

This information report provides a summary of key statistical data and performance indicators for the years 2019, 2020, 2021 and Q1 of 2022 (January to March). The City is obligated to provide statistical reports to the Advisory Committee for Persons with Disabilities (ACPD) to meet the terms of the City's 2004 settlement with the Ontario Human Rights Commission (OHRC) and complainants under the Code.

The report reflects the performance of specialized transportation services offered by HSR Accessible Transportation Services (ATS) through its contractor for services, Disabled and Aged Regional Transportation System (DARTS) and their subcontractors, and through the ATS Taxi Scrip program. The data was obtained from DARTS performance report records and ATS Taxi Scrip program data.

TRIPS REQUESTED AND PROVIDED

Table 1a: System Requested and Delivered Passenger Trips 2019

DEMAND	2019	2020	2021	Q1 2022
DARTS: Number of Total Trips Requested	1,092,651	439,530	354,264	112,155
DARTS: Number of Total Trips Delivered	844,007	327,102	281,326	82,356
TAXI SCRIP: Number of Total Trips Delivered	96,076	43,991	35,679	8,189
ATS: Number of Total Trips Requested, All Modes	1,188,727	483,521	389,943	120,344
ATS: Number of Total Trips Delivered, All Modes	940,083	371,093	317,005	90,545
ATS % Of Total Trips Delivered vs Requested, All Modes	79%	77%	81%	75%

Table 2: System Demand by Mode: DARTS vs. Taxi Scrip

DEMAND BY MODE	2019%	2020%	2021%	Q1 2022 %
DARTS	91.9%	90.9%	90.9%	93.2%
TAXI SCRIP	8.1%	9.1%	9.1%	6.8%
ATS: All Modes	100.0%	100.0%	100.0%	100.0%

Demand for specialized trips on DARTS continues to be the main driver of trips requested and delivered. As of Q1 2022, Taxi Scrip accounts for approximately 7% of system trips requested, and over 90% of trips requested are for DARTS, from 2019 to the first quarter of 2022 (Table 2, above). The total number of requested trips includes client cancellations and no shows.

In 2019, ATS delivered a total of 940,083 trips through both DARTS and the Taxi Scrip program; 10% of these trips were delivered through Taxi Scrip. The numbers in Table 1 show that though overall trip counts have decreased due to the COVID-19 pandemic, trips delivered through Taxi Scrip have not risen above 12% of system trips delivered (2020).

In 2019, DARTS delivered 844,007 trips: 56,781 trips more than the budgeted 2019 total of 787,226 trips. The Office of the City Auditor's 2020 report on ATS eligibility processes (AUD20009) and the 2021 report from Dillon Consulting (PW21055) provided direction for ATS to begin exploring ways to mitigate budget pressures while ensuring equitable and inclusive access to service. The years 2020 and 2021 saw a sharp decline in specialized trips delivered on DARTS: over these two years, trips were delivered at an average of about 36% of the 2019 total, and an average of about 58% under budget numbers.

For Q1 of 2022, DARTS trips counts are at 42% of 2019 Q1 numbers (pre-COVID), and at 79% of Q1 budgeted service.

RATE OF DENIED SYSTEM TRIPS

Table 3: Rate of Denied Trips: ATS All Modes

Rate of Denied Trips: ATS All Modes	2019	2020	2021	Q1 2022
ATS Total Number of Trips Requested	1,188,727	483,521	389,943	120,344
ATS Total Number of Trips Denied	12,817	4,370	4,442	799
% of Trips Denied	1.1%	0.9%	1.1%	0.7%

System trip denial rates remain below the 5% goal established by the City's 2004 settlement with the OHRC, which states, in part, "For the purpose of calculating the trip denial rate, the City will include Taxi Scrip trips." The industry best practice is 0% (Canadian Urban Transit Association (CUTA) Specialized Transit Services Industry Practices Review, 2016). Table 3 (above) shows that the system denial rate is has not been above 1.1% since 2019, and in Q1 of 2022 it was 0.7%.

SPECIALIZED TRANSPORTATION TRIP DISPOSITION

Table 4: Contractor (DARTS) Trip Dispositions

Contractor Trip Dispositions	2019	2020	2021	Q1 2022
Total Trips Requested	1,092,651	439,530	354,264	112,155
Total Trips Provided	844,007	327,102	281,326	82,356
Total Trips Denied	12,817	4,370	4,442	799
% of Total Trips Denied	1.2%	1.0%	1.3%	0.7%

Contractor Denied Trip

A denied trip by the contractor occurs when the client's request, within the allowable booking windows, cannot be agreed to within one hour of the requested date and time of travel or acceptable alternative, according to the criteria listed in Appendix 1, below. Denial rates for service provided by our contractor, DARTS, has not risen above 2% since 2019, and currently sits at 0.7% for Q1 of 2022 (Table 4, above)

Table 5: Client Trip Disposition

Client Trip Disposition	2019	2020	2021	Q1 2022
Total Trips Cancelled On-Time	109,486	39,581	20,469	11,431
% of Total Trips Cancelled on Time	10.0%	9.0%	5.8%	10.2%
Total Trips Cancelled Late	88,752	53,011	35,112	13,217
% of Total Trips Cancelled Late	8.1%	12.1%	9.9%	11.8%
Total No Show/Cancelled at Door	37,420	15,105	12,505	4,250
% of Total No Show/Cancelled at Door	3.4%	3.4%	3.5%	3.8%
Total Trips Refused	169	361	410	102
% of Total Trips Refused	0.0%	0.1%	0.1%	0.1%

Client Trip Cancelled On Time

A trip cancelled on time trip has been cancelled by the client by 4:30 PM of the day prior to service. The industry best practice is a cancellation rate of between 5-10% (CUTA Specialized Transit Services Industry Practices Review, 2016). Trips that are cancelled on time provide the opportunity to accommodate any outstanding trip requests or wait list trips in a timely manner.

Table 5 (above) shows a downward trend in on-time cancellations from 2019 to 2021, with a jump back up to 10.2% in Q1 of 2022.

Client Trip Cancelled Late

A late cancellation is one that is made after 4:30 p.m. of the day prior to service, and prior to vehicle arrival within the pickup window and/or within thirty minutes after the negotiated pick up time. Late cancellations rarely provide opportunity to accommodate any outstanding trip requests or wait list trips in a timely manner. Table 5 shows the late cancellation rate has ranged between 8.1% and 11.8%, which is currently outside of the industry best practice range.

Client No-Show/ Cancelled at Door

A No Show trip occurs when a client books a trip, does not cancel ahead of time, and is not available at the time that the vehicle arrives within the pickup window and/or within thirty minutes after the negotiated pickup time. This includes any occurrence of trips cancelled at door, where the client refuses a trip at the door that is within the pickup window and/ or within thirty minutes after the negotiated pickup time. No shows leave no opportunity to accommodate any outstanding trip request or wait list trips. The no-show rate ranges from 3.4% to 3.5% from 2019-2021 and is at 3.8% in Q1 of 2022.

The industry best practice for no-shows is less than 1%, as no shows result in both lost revenue and lost service efficiency (CUTA Specialized Transit Services Industry Practices Review, 2016). Table 5 illustrates that the rate of client no shows/ cancels at the door exceeds the industry best practice of less than 1%, instead ranging between 3.4%-3.8%.

Client Refused Trip

A refused trip occurs when a client does not accept the travel times provided at the time of booking. The refused trip rate is extremely low, at only 0.1% Q1 2022.

DARTS ON-TIME PERFORMANCE**Table 6: Contractor (DARTS) On-Time Performance**

Service Metrics	2019	2020	2021	Q1 2022
Total Trips Provided	844,007	327,102	281,326	82,356
Total Number of Late Trips	9,675	2,530	2,514	293
% of Trips Completed On Time	98.9%	99.3%	99.1%	99.7%

The City's 2004 settlement with the OHRC defines late trips as those where the contractor or subcontractor Operator does not arrive until 30 minutes or more after the scheduled arrival time and established an on-time performance goal of 95% or greater. The industry standard for on time performance is 95%-99% for large systems (agencies that serve a population higher than 150,000) (CUTA Specialized Transit Services Industry Practices Review, 2016).

On-time performance consistently performs better than the target established in the OHRC settlement agreement and within the industry benchmark. As shown in Table 6 (above), DARTS on-time performance averaged at approximately 99.1% from 2019 to 2021 and sits at 99.7% for Q1 of 2022.

COMPLAINTS**Table 7: Complaints per Thousand Trips**

Year	Complaints per Thousand ATS Trips, All Modes	Complaints per Thousand DARTS Trips
2019	1.6	1.8
2020	1.8	2.0
2021	2.6	2.9
2022 Q1	2.8	3.0

Complaints are those customer contacts in which a customer submits an objection to the planning or provision of service. Complaints per thousand are shown in Table 7, above. The first column uses the total number of ATS trips provided (where complaints about Taxi Scrip have been included). The second column uses the total number of DARTS trips provided (not including complaints about Taxi Scrip: since 2019 up to Q1 of 2022, there have only been a total of 6 Taxi Scrip complaints).

The industry best practice is 1.0 complaints per 1,000 trips. The 2016 CUTA average for large system is 2.1 complaints per 1,000 trips. The complaint level has consistently been greater than the industry best practice (1:1,000) and has exceeded the CUTA average both in 2021 and Q1 2022 (2.1:1,000)

Table 8: Complaint Type

Complaint Type	2019	2020	2021	Q1 2022
Service Performance	931	369	490	182
Staff Performance	569	269	290	65
Service Sufficiency	20	31	35	6
TOTAL	1520	669	815	253

Table 8 breaks down the number of complaints based on three general categories:

- Service performance – categories of complaint where the service as performed did not meet expectations, including but not limited to complaints about pickup/ drop off outside of window; call return wait time; address, date or time errors; missed trip; or scheduled on board time. Most complaints are in this category.
- Staff performance – categories of complaint where staff conduct did not meet expectations, including but not limited to complaints about staff conduct or driving habits. This is the second most frequent category of complaint.
- Service sufficiency – categories of complaint where the service was insufficient to meet reported customer needs, including but not limited to complaints about subscription trips or waiting lists. This is the least frequent category of complaint.

COMMENDATIONS

Table 9: Commendations per Thousand Trips

Year	Commendations per Thousand ATS Trips, All Modes	Commendations per Thousand DARTS Trips
2019	0.3	0.4
2020	0.7	0.8
2021	0.9	1.0
Q1 2022	1.0	1.1

Table 9 (above) shows the number of commendations per thousand trips, for all ATS trips (contractors and subcontractors) and for DARTS commendations both per thousand system and per thousand DARTS trips. It should be noted ATS does not typically receive commendations about Taxi Scrip service, and none were received in either 2019-21 or Q1 2022.

The industry best practice is 1 commendation per 1,000 trips. The 2016 CUTA average for large system is 0.36 commendations per 1,000 trips. Commendations are on an upward trend, reaching close to the industry best practice of 1 commendation per thousand trips in 2021 and meeting or exceeding it in Q1 of 2022.

APPENDIX 1 - Definition of terms

Number of Total ATS Trips Requested, All Modes: the sum of DARTS Requested Trips [plus] Taxi Scrip Trips Delivered.

Taxi Scrip Trips Delivered: the total of all passengers reported by contracted brokers under the Taxi Scrip program.

Number of Total DARTS Trips Requested: the sum of Trips Delivered by DARTS, DARTS subcontractors, and meter taxi [plus] No Show Trips [plus] Cancelled Trips [plus] Trips Denied [plus] Trips Refused.

Trips Denied: a denied trip occurs when

- a casual trip request has been made as much as 7 days in advance up to 4:30 PM on the day prior to the required day of service, and a negotiated time cannot immediately be agreed to

within one hour of the requested time or at a time otherwise suitable to the passenger, or cannot subsequently be agreed to through the use of the waiting list

- when a passenger requests a subscription trip which cannot immediately be fulfilled, this form of request is not recorded as a denial of service, however, each instance of a like casual trip request that cannot be accommodated as noted above is recorded as a trip denial
- when the passenger agrees to assignment to the waiting list, a trip denial will still occur if no trip can be found, or if an offered trip is not deemed by the passenger as either suitable or required
- when a passenger requests a trip after 4:30 PM of the day prior to the required day of service, or on the required day of service, and the trip request cannot be accommodated, such request will not be recorded as a denial of service.

Cancelled Trips: a cancelled trip is one that is cancelled by the passenger, or on the passenger's behalf, once a subscription or casual booking has been made

- an advance cancellation is one that is made by 4:30 p.m. of the day prior to service
- a late cancellation is one that is made after 4:30 p.m. of the day prior to service, and prior to vehicle arrival within the pickup window and/or within thirty minutes after the negotiated pick up time
- a program closure cancellation is one that is made for all passengers to a program with advance notification, including program shutdown periods and temporary program venue changes
- a service suspension cancellation is one that is made as a result of a weather or other emergency within the control of ATS and/ or DARTS.

No Show Trips: a no show occurs when a passenger books a trip, does not cancel ahead of time, and is not available at the time that the vehicle arrives within the pickup window and/or within thirty minutes after the negotiated pickup time. This includes any occurrence of trips cancelled at door, where the passenger refuses a trip at the door that is within the pickup window and/or within thirty minutes after the negotiated pickup time.

Number of Total DARTS Trips Delivered: the sum of all trips taken by passengers and their escorts and/or companions delivered by DARTS on DARTS, DARTS subcontractors, or metered taxi.

Late Trips: the sum of all trips that are more than 30 minutes late from that time negotiated with the passenger for the trip, as reported by drivers and as recorded by DARTS from driver manifests.

Complaints: those customer contacts under which a customer submits an objection to the planning or provision of service

Commendations: those customer contacts under which a customer submits praise for the planning or provision of service.

Rate of Denied Trips: Denied Trips expressed as a percentage of Number of Total ATS Trips Requested, All Modes.

Rate of Cancelled Trips: Cancelled Trips (by type) expressed as a percentage of Number of Total DARTS Trips Requested.

Rate of No Show Trips: No Show Trips expressed as a percentage of Number of Total DARTS Trips Requested.

Rate of On-Time Performance: (DARTS Trips Delivered [minus] Late Trips) expressed as a percentage of (Number of Total DARTS Trips Delivered).

Refused Trips: A refused trip occurs when a client does not accept the travel times provided at the time of booking – see Trips Denied, above.

Complaints per 1,000 Trips: complaints per thousand trips (sum of Taxi Scrip Trips Delivered [plus] DARTS Trips Delivered).

Commendations per 1,000 Trips: commendations per thousand trips (sum of Taxi Scrip Trips Delivered [plus] DARTS Trips Delivered).



ACCESSIBLE TRANSPORTATION SERVICES
PERFORMANCE REVIEW

2019-2021 AND Q1 2022

ADVISORY COMMITTEE FOR PERSONS WITH DISABILITIES

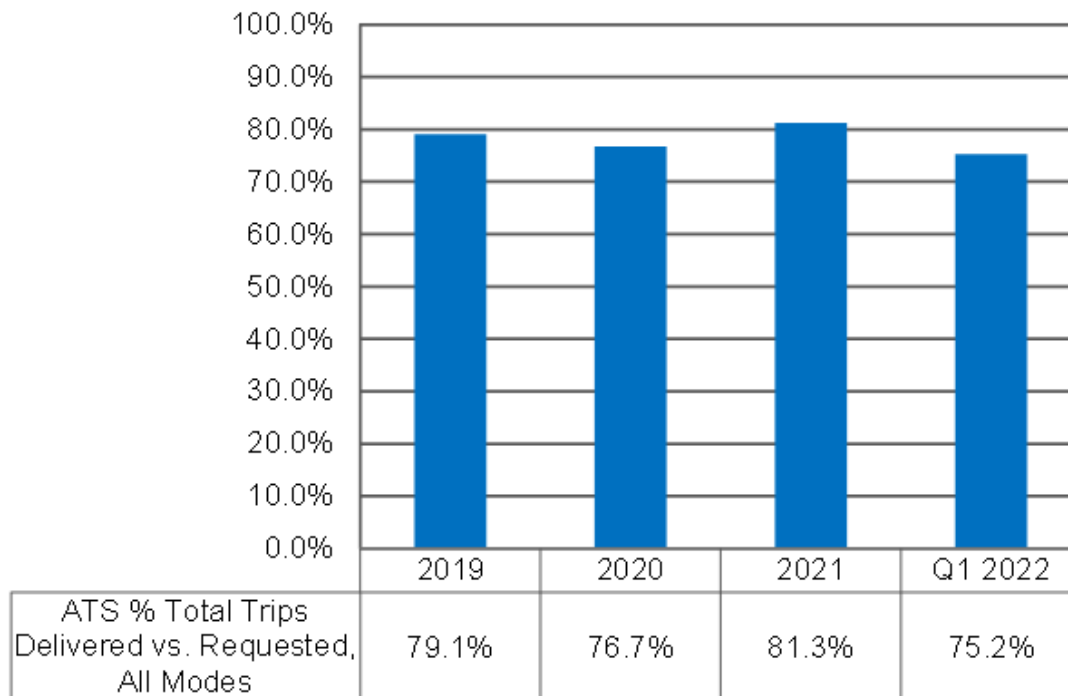
JULY 12, 2022

PUBLIC WORKS DEPARTMENT
TRANSIT DIVISION

Slide 1 description: City of Hamilton logo; title, Accessible Transportation Services Performance Review 2019-2021 and Q1 2022, Advisory Committee for Persons with Disabilities, July 12, 2022; Public Works Department, Transit Division.

Slide 2

DEMAND: COUNT OF ATS TRIPS DELIVERED vs REQUESTED



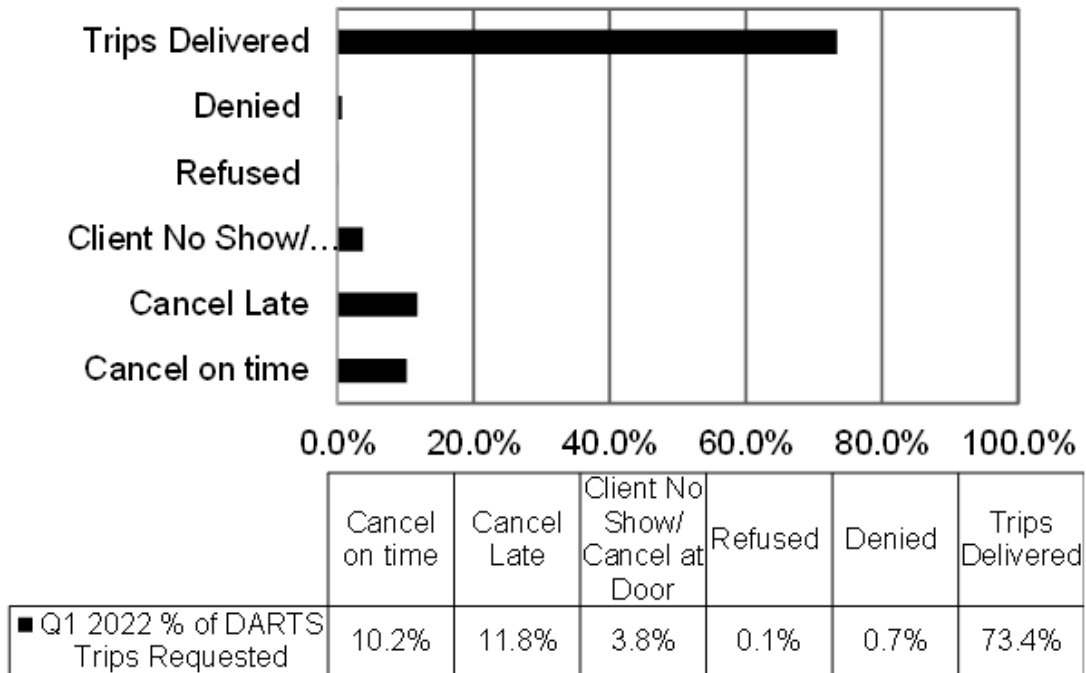
Slide 2 description: Title: Demand: Count of ATS Trips Delivered versus Requested.

This graph compares total ATS trips requested to total number of ATS trips delivered for both DARTS and Taxi Scrip (i.e., All Modes). The blue vertical columns show the percentage of trips provided out of the total number of trips requested for 2019-2021 and Q1 of 2022. From 2019 to 2021, ATS delivered between roughly 77% and 81% of trips requested; for Q1 of 2022, ATS delivered about 75% of trips requested. The total number of requested trips also includes trips booked but not taken; i.e., cancelled trips and passenger no show trips.

Data table for slide 2 chart:

Year	ATS % Total Trips Delivered vs. Requested, All Modes
2019	79.1%
2020	76.7%
2021	81.3%
Q1 2022	75.2%

Slide 3

TRIP DISPOSITION Q1 2022: % OF DARTS TRIPS REQUESTED

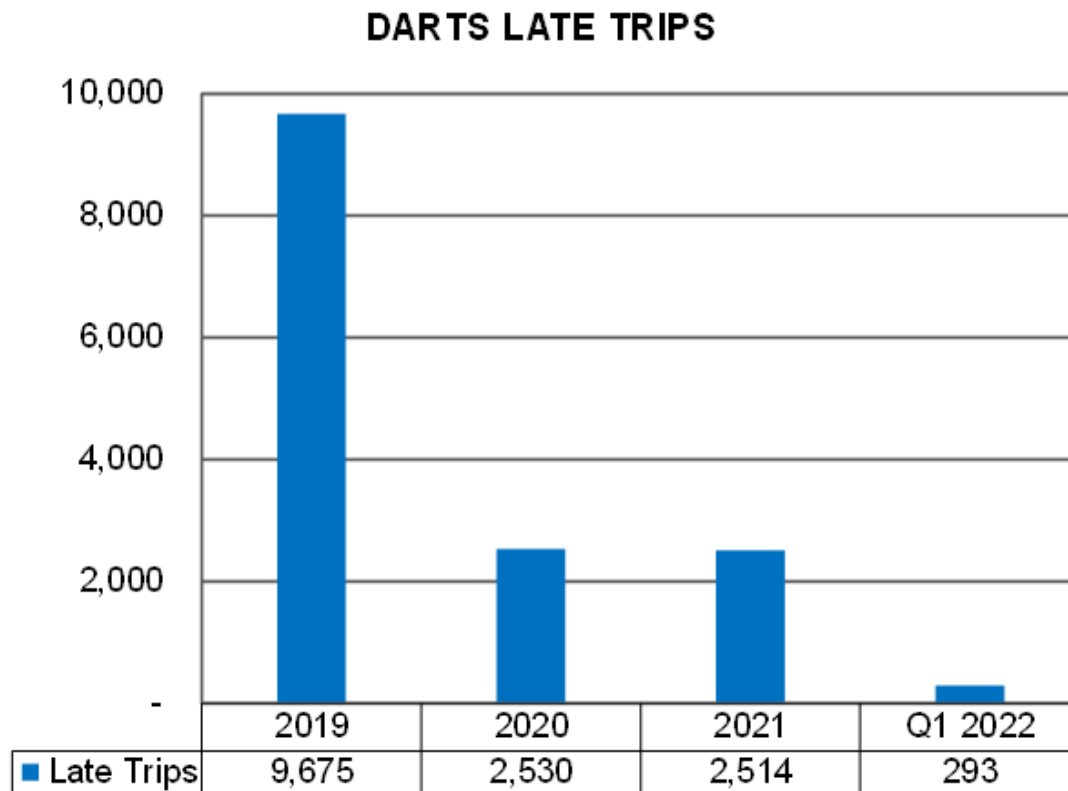
Slide 3 description: Title: DARTS Trip Disposition Q1 2022: Percentage of DARTS Trips Requested.

Slide 3 illustrates the Q1 2022 state of DARTS trip disposition. The horizontal black bars illustrate the rate of trips delivered (73.4%), compared to trips denied (0.7%), trips refused (0.1%), client no shows and cancels at door (3.8%), late cancellations (11.8%), and on-time cancellations (10.2%).

Data table for slide 3 chart:

DARTS Trip Disposition	Q1 2022% of DARTS Trips Requested
Trips Cancelled - On Time	10.2%
Trips Cancelled - Late	11.8%
Client No Shows/ Cancel at Door	3.8%
Trips Refused	0.1%
Trips Denied	0.7%
Trips Delivered	73.4%

Slide 4

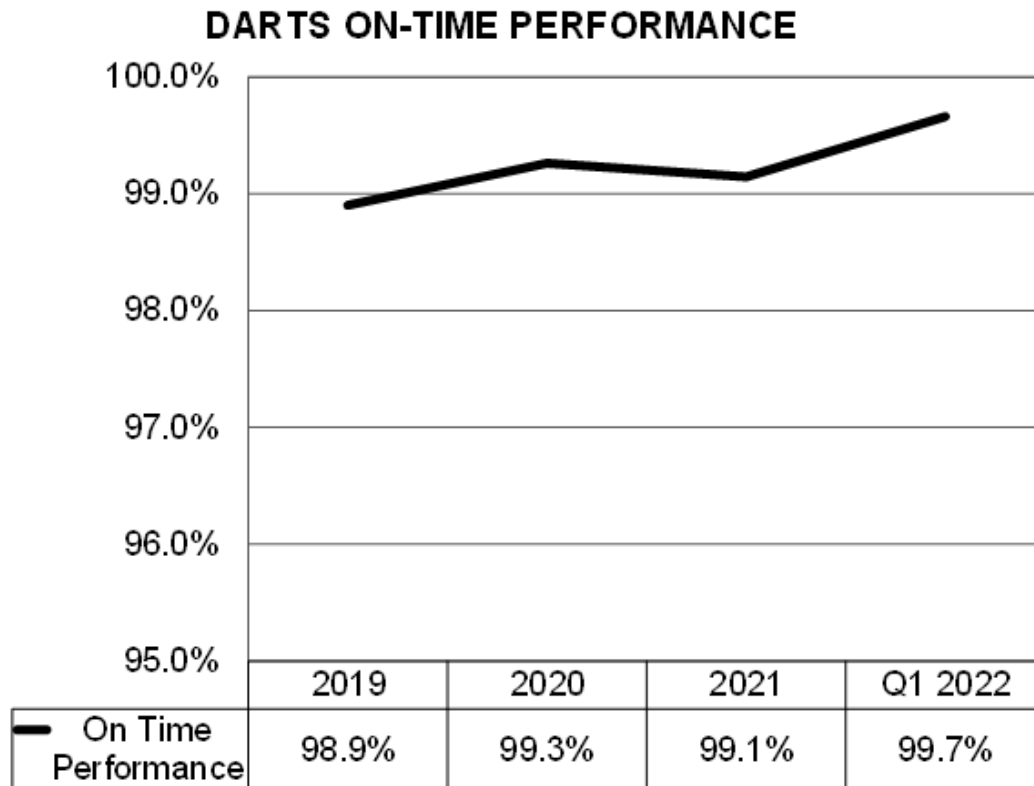


Slide 4 description: This graph illustrates the number of DARTS late trips: blue vertical columns show the number of late trips in 2019-2021 and Q1 of 2022. It shows 9,675 late trips in 2019, 2,530 late trips in 2020, 2,514 late trips in 2021, and 293 late trips in Q1 of 2022.

Data table for slide 4 chart:

Service Metrics	Late Trips
2019	9,675
2020	2,530
2021	2,514
Q1 2022	293

Slide 5



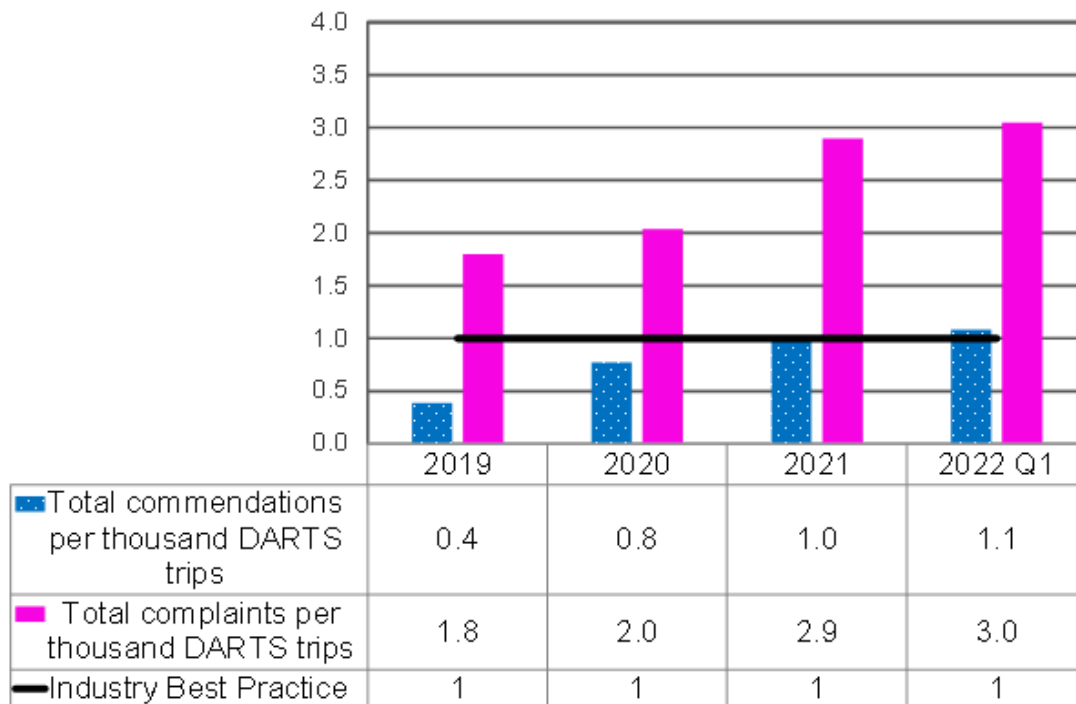
Slide 5 description: This graph illustrates DARTS on-time performance. The solid black line shows DARTS on-time performance. The graph shows an overall trend of improvement in DARTS on-time performance up to Q1 2022., and that on-time performance has been over 98% since 2019. In 2019, on-time performance was at 98.9%; in 2020, it was at 99.3%; in 2021, it was at 99.1%; and for Q1 of 2022, it was at 99.7%.

Data table for slide 5:

Year	On-Time Performance
2019	98.9%
2020	99.3%
2021	99.1%
Q1 2022	99.7%

Slide 6

ATS AND DARTS COMMENDATIONS AND COMPLAINTS PER THOUSAND DARTS TRIPS



Slide 6 description: this graph illustrates ATS and DARTS commendations and complaints per thousand trips from 2019-2021 and Q1 of 2022. The clustered vertical columns compare commendations to complaints. The vertical blue columns on the left side of each cluster show commendations per thousand trips, and the vertical pink columns on the right side of each cluster show complaints per thousand trips. ATS and DARTS complaints per thousand DARTS trips are slightly higher than total complaints per thousand system trips, and there is an overall upward trend. The solid black line illustrates dotted black line the industry best practice of less than one complaint per thousand trips and more than one commendation per thousand trips. The graph shows that the industry standard for complaints has not been met from 2019 up to Q2 of 2022, but the industry standard for commendations has been met in 2021 and Q1 of 2022.

Data tables for slide 6:

Year	Total commendations per thousand DARTS trips
2019	0.4
2020	0.8
2021	1.0
2022 Q1	1.1

Year	Total complaints per thousand DARTS trips
2019	1.8
2020	2.0
2021	2.9
2022 Q1	3.0

Slide 7



THANK YOU

Slide 7 description: City of Hamilton logo; title, Thank You.