



## City of Hamilton

# ADVISORY COMMITTEE FOR PERSONS WITH DISABILITIES AGENDA

**Meeting #:** 22-011  
**Date:** September 13, 2022  
**Time:** 4:00 p.m.  
**Location:** Room 264, 2nd Floor, City Hall  
(hybrid) (RM)  
71 Main Street West

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

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1. CEREMONIAL ACTIVITIES
2. APPROVAL OF AGENDA  
(Added Items, if applicable, will be noted with \*)
3. DECLARATIONS OF INTEREST
4. APPROVAL OF MINUTES OF PREVIOUS MEETING
  - 4.1. August 9, 2022
5. COMMUNICATIONS
6. DELEGATION REQUESTS
7. CONSENT ITEMS
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- 7.2. Housing Issues Working Group Update (no copy)
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**13. GENERAL INFORMATION / OTHER BUSINESS**

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**14. PRIVATE AND CONFIDENTIAL**

**15. ADJOURNMENT**





Hamilton

**ADVISORY COMMITTEE FOR PERSONS WITH  
DISABILITIES  
MINUTES 22-010**

4:00 p.m.

Tuesday, August 9, 2022

Room 264, 2nd Floor

Hamilton City Hall

71 Main Street West

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

**Absent**

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

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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. Resignation of Tim Murphy from the Transportation Working Group of the Advisory Committee for Persons with Disabilities (Item 7.4 (a))**

**(McNeil/Janosi)**

That the resignation of Tim Murphy from the Transportation Working Group of the Advisory Committee for Persons with Disabilities, be received.

**CARRIED**

**(McNeil/Janosi)**

That Tim Nolan be appointed to the Transportation Working Group of the Advisory Committee for Persons with Disabilities for the remainder of the 2018-2022 Term of Council.

**CARRIED**

**2. Reimbursement of an Additional Cost Related to the Website for the “Ability First” Event (Item 11.1)**

**(Kemp/Dingman)**

WHEREAS, the Outreach Working Group of the Advisory Committee for Persons with Disabilities is planning an event, “Ability First”, in the Forecourt of City Hall on October 5<sup>th</sup> from 11:00 a.m. until 3:30 p.m. to promote accessibility for all, no matter your ability;

WHEREAS, the budget for the “Ability First” event was approved by Council on July 4, 2022; and

WHEREAS, the website for the “Ability First” event is hosted by WordPress and an additional cost for the website was incurred to enable members to better manage the site.

THEREFORE, BE IT RESOLVED:

That reimbursement to Paula Kilburn for \$36.00 and to James Kemp for \$4.57, for the additional cost incurred in order to enable members to better manage the “Ability First” event website, hosted by WordPress, be approved.

**CARRIED**

**3. Authorization for the Advisory Committee for Persons with Disabilities to Promote the Accessibility Fair, “Ability First” Event by Distributing a Media Release and Inviting Members of the Media (Item 11.2)**

**(Kemp/McNeil)**

WHEREAS, the Advisory Committee for Persons with Disabilities (ACPD) is hosting an Accessibility Fair, “Ability First” on the Forecourt of City Hall on October 5<sup>th</sup>, 2022 from 11:00 a.m. until 3:30 p.m. in an effort to raise awareness and educate people of all abilities;

WHEREAS, the event’s success is dependent on successful promotion to as many people as possible;

WHEREAS, the ACPD is required to obtain permission from Council prior to any communication with the media; and

WHEREAS, the ACPD is required to obtain permission prior to inviting members of the media to be in attendance.

**THEREFORE, BE IT RESOLVED:**

That in order to promote the Accessibility Fair “Ability First” event to be held October 5, 2022 from 11:00 a.m. to 3:30 p.m., the Advisory Committee for Persons with Disabilities be authorized to distribute the Media Release to members of the media and to



invite members of the media to be in attendance on the day of the event.

**CARRIED**

**4. Advisory Committee for Persons with Disabilities  
Informational Pamphlet (Item 11.3)**

**(Kemp/Cardno)**

WHEREAS, the Advisory Committee for Persons with Disabilities' (ACPD) Outreach Working Group designed an informational pamphlet to be used to inform the community about its roles and functions;

WHEREAS, the informational pamphlet has been distributed to various City facilities for example, Service Centres, Libraries, Recreation facilities, etc.; and

Whereas, the ACPD is preparing for an Accessibility Fair, "Ability First" on October 5, 2022, and would like to host an informational table.

**THEREFORE, BE IT RESOLVED:**

That the costs, to an upset limit of \$300, for printing 500 copies of the Advisory Committee for Persons with Disabilities informational pamphlet, to be funded from the ACPD 2022 Budget, be approved.

**CARRIED**

**FOR INFORMATION:****(a) CHANGES TO THE AGENDA (Item 2)**

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

**7. CONSENT ITEMS****7.3 Outreach Working Group Update****7.3 (b) Outreach Working Group Meeting  
Notes – July 11, 2022****(Dingman, McNeil)**

That the agenda for the August 9, 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 MINUTE OF PREVIOUS MEETING  
(Item 4)****(i) July 12, 2022 (Item 4.1)**

**(McNeil/Janosi)**

That the July 12, 2022, minutes of the Advisory Committee for Persons with Disabilities meeting, be approved, as presented.

**CARRIED****(d) CONSENT ITEMS (Item 7)****(i) Built Environment Working Group Update (Item 7.1)**

T. Manzuk provided a verbal update respecting the Working Group's August 2, 2022, meeting with staff to discuss heat mitigation for persons with disabilities and climate change strategies.

**(Cardno/McNeil)**

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

**CARRIED****(ii) Housing Issues Working Group Update (Item 7.2)****(1) Housing Issues Working Group Meeting Notes – May 17, 2022 (Item 7.2 (a))****(Janosi/K. Nolan)**

That the Housing Issues Working Group Meeting Notes of May 17, 2022, be received.

**CARRIED**

**(iii) Outreach Working Group Update (Item 7.3)**

- (1) Outreach Working Group, Accessibility Fair Update - July 29, 2022 (Item 7.3 (a))**
- (2) Outreach Working Group Meeting Notes - July 11, 2022 (Item 7.3 (b))**

**(Cardno/Dingman)**

That the Outreach Working Group Accessibility Fair Update of July 29, 2022 and the Outreach Working Group Meeting Notes of July 11, 2022, be received.

**CARRIED**

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

- (1) Transportation Working Group Meeting Notes – June 22, 2022 (Item 7.4 (b))**

**(McNeal/Murphy)**

That the Transportation Working Group Meeting Notes of June 22, 2022, be received.

**CARRIED**

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

**(1) Strategic Planning Working Group  
Meeting Notes – April 21, 2022 (Item 7.5  
(a))**

**(2) Strategic Planning Working Group  
Meeting Notes – June 17, 2022 (Item 7.5  
(b))**

**(Murphy/McNeil)**

That the Strategic Planning Working Group Meeting Notes of April 21, 2022 and June 17, 2022, be received.

**CARRIED**

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

**(1) Accessible Open Spaces and Parklands  
Working Group Meeting Notes – June 28,  
2022 (Item 7.6 (a))**

**(Cameron/McNeil)**

That the Accessible Open Spaces and Parklands Working Group Meeting Notes of June 28, 2022, be received.

**CARRIED**

**(e) PUBLIC HEARINGS / DELEGATIONS (Item 9)****(i) Angelic Hasbon respecting Issues Related to Housing and Accessibility (Item 9.1)**

Andrea Hasbon was not present when called upon.

**(f) GENERAL INFORMATION / OTHER BUSINESS****(i) Accessibility Complaints to the City of Hamilton (Item 13.1)**

No update.

**(ii) *Accessibility for Ontario with Disabilities Act, 2005 (AODA)* (Item 13.2)**

No update.

**(iii) Presenters List for the Advisory Committee for Persons with Disabilities (Item 13.3)****(McNeil/Janosi)**

That the updated Presenter's List for the Advisory Committee for Persons with Disabilities, be received.

**CARRIED**

**(iv) Continuing meetings of the Advisory Committee for Persons with Disabilities during the Municipal Election Period (Added Item 13.4)**

The Advisory Committee for Persons with Disabilities discussed the possibility of meeting during the Municipal Election Period, September 29, 2022 to November 16, 2022. Clerks staff advised if they were to meet during this time any decisions made by ACPD would not be considered by Council until its December meeting in the new term. Clerks staff further advised that if the Committee wishes to hold meetings during the above-noted period, they can be scheduled subject to the availability of staff to provide legislative support to the Committee and not necessarily on the second Tuesday of the month.

**(v) Meeting Time of the Advisory Committee for Persons with Disabilities (Added Item 13.5)**

The Advisory Committee for Persons with Disabilities discussed the possibility of adjusting the start time of meetings to 3:00 p.m. Consensus of members was that the 4:00 p.m. start time should remain.

**(vi) Correspondence to the General Issues Committee from the Advisory Committee for Persons with Disabilities respecting Homeless Encampments (Added Item 13.6)**

T. Bates, Legislative Coordinator, advised that the letter from the Advisory Committee for Persons with Disabilities respecting Homeless Encampments was received and referred to staff for information at the August 4, 2022, General Issues Committee meeting.

**(vii) Status of Motions by the Advisory Committee for Persons with Disabilities (Added Item 13.7)**

C. McIntosh, Legislative Coordinator, advised that a spreadsheet to track the status of Motions and on-going issues is being prepared to be provided to Committee, once available and upon request.

**(viii) Invitation to Staff to Attend a meeting of the Advisory Committee for Persons with Disabilities to Discuss the Differences Between By-laws, Regulations and Guidelines (Added Item 13.8)**

C. McIntosh, Legislative Coordinator, advised that the invitation to staff to attend a meeting of the Advisory Committee for Persons with



Disabilities to discuss the differences between By-laws, Regulations and Guidelines is listed as Item (d) on the Presenter's List and was approved by Council on July 8, 2022 through General Issues Committee Report 22-014, Item 14 (c).

**(ix) Accessible Transportation Services, Public Consultation (Added Item 13.9)**

C. McIntosh, Legislative Coordinator, advised that the status the Accessible Transportation Services Public Consultation can be provided at a future Advisory Committee for Persons with Disabilities meeting.

**(g) ADJOURNMENT (Item 15)**

**(Murphy/McNeil)**

That there being no further business, the Advisory Committee for Persons with Disabilities, be adjourned at 5:49 p.m.

**CARRIED**

Respectfully submitted,

Aznive Mallett, Chair  
Advisory Committee for  
Persons with Disabilities

Carrie McIntosh  
Legislative Coordinator  
Office of the City Clerk

## ACPD Accessibility Fair Update September 6<sup>th</sup> 2022

Website and media: The website went live last month. The participant's page is still being added to as we get applications. The events page is also being added to as people confirm their participation in events.

<https://acpdaccessibilityfair2022.ca/>

Social Media is now live and the links on the Contact Us page are fully active. Sidney Kang and Hetta Patel from the Impact Initiative have set up the pages and are looking after regular posting and monitoring.

<https://twitter.com/ACPDFair2022>

<https://www.instagram.com/accessibilityfair2022/>

<https://www.facebook.com/people/Hamilton-Accessibility-Fair/100084780261699/>

Posters have been printed and are being distributed shortly. We are still waiting for Council's approval on our media contact and invite request, but we will send out the release on the 14<sup>th</sup> after the meeting.

Banner: There has been a lot of activity around the banner. Finance refused to accept our estimate from Premier Printing as they said the only approved printer was Athens Printing (an approved vendors list was requested in the spring but never got a response). Athens

Printing backed out of the bidding process when they got the City's banner specs. Sunil got a quote from them of \$3300 plus design fees. It is outrageously expensive and we are not allowed to go to another printer due to us now being in an election season. We will still pay for the banner space in order to prevent another group's banner from hanging over the event and potentially confusing people as to what is going on. We will also have to use one of the back up signs that were approved so we can place them on the property corners. We don't have a lot of other advertising options and not much flexibility due to it now being election season.

Events: We are starting to plan the activities. We need to really push for applications and **I request everyone reach out to as many people as you can and promote, promote, promote.** Outreach is going to meet on-site on Thursday to work out a rough plan for the events and tents. I currently only have 13 completed applications. We also need one day donations of mobility devices of any kind; walkers, canes, crutches, wheelchairs, scooters, powerchairs (if possible.)

<https://forms.gle/3hQ6W9FAkMUFXpjJ6>

Volunteers: I will have my son as my assistant for the day. I am also working out the schedule for the IMPACT Initiative so that their schooling isn't impacted by the event. I have asked for one student to be the schedule

keeper as they are more familiar with the university class schedule. I am designing badges and will arrange for lunches.

Financing: I don't have any news yet on this front. I have not met with anyone from Finance so far, but I will need to sort it out within the week if I am to have everything in place in time.

In conclusion, the event is in decent shape so far. The next two weeks are crucial and this is where the rest of the committee comes in. I need every member to assist and reach out to their own contacts. Promote, promote, promote! We need the local organizations that want a table to complete the application form as soon as possible. We also need to ask for any assistance in borrowing PMD equipment. There is some money set aside in case we need to rent some items, but I would rather just borrow it if we can. The media cannot be approached until after the September 14<sup>th</sup> Council meeting.



## Strategic Planning Working Group Meeting Notes

**Wednesday, August 17, 2022**

**Present:** Mark, Tom, James, Aznive

**Regrets:** Patty, Tim, Jayne, Anthony, Paula

- Meeting started at 3:05 PM
- ACPD terms of reference amended by Tim and Patty were presented. There was discussion regarding limiting the number of committees a member can be on.
- SPWG Working Plan prepared by Jayne and Aznive were accepted as is.
- It was decided to defer discussion of how ACPD can effectively inform the new counsel what we do and why it is important, to the September meeting.
- There is interest in sending a member or members to a three-day homelessness conference in Toronto and this will be discussed at the September ACPD meeting.
- Items to discuss at the September SPWG meeting:
  1. An accessibility transportation study.
  2. Uber.
  3. A database.

**7.5 (a)**

- Next meeting will be on Thursday, September 15, 2022
- Adjourned at 4:55 PM



**OSPWG Meeting Notes  
Wednesday, July 27, 2022**

**Welcome and Introductions**

In attendance Aznive, Tom, Kim, Meghan, Tim

**Review Agenda**

All good

**Review Notes from June 22, 2022**

All good

**Outdoor Dining**

Website update (from June meeting notes) – Rob  
Dealing with accessible design (guidelines development or  
individual application review by ACPD) – discussion

Rob not present so will defer to next meeting. Tim to reach  
out to Rob for his attendance.

**Parklands**

Spreadsheet - Continue with spreadsheet discussion /  
content

**7.6 (a)**

Discussion was all good with a lot of progress made on what amenities should be included whether standards exist elsewhere or not. Will continue with a spreadsheet at our next meeting.

**OT student update – discussion**

Staff have been in touch with folks at McMaster and will connect further later in the summer. Tim asked if he could be part of that connection.

**Other business**

None

**Next Meeting**

Originally scheduled for Wednesday, August 24, 2022

Tim advised he has a conflict that day and would be unable to chair a meeting. The group thought we could change the date and still have an August meeting if doable.

**Adjournment**



# 2022 MUNICIPAL ELECTION

Accessibility Update

# Our Conversation Today:

- 2022 Municipal Election Details
- Overview of Accessibility for the 2022 Municipal Election
- Feedback and Discussion

# Considerations and Objectives for 2022

Enhancing Accessibility

Increasing Opportunity

Addressing Public Health Concerns

Strengthening Communication

# Reminder: Municipal Election

Every 4 years, on the fourth Monday of October  
Next Election: Monday October 24, 2022

Elected in Hamilton:

- 1 Mayor
- 15 Councillors
- 11 English Public School Board Trustees
- 9 English Catholic School Board Trustees
- 1 French Public School Board Trustee
- 1 French Catholic School Board Trustee

# Reminder: Who Can Vote?

## Eligibility:

- Canadian citizen
- Aged 18 or older
- You qualify to vote in the municipality:
  - You are a resident elector if you live in the municipality.
  - As a non-resident elector if you own or rent property in a municipality, but it's not the one where you live.

- Consultation
- Elections Communication and Information
- Voting Places
- Voting Options
- Recruitment and Staffing
- Assistance to Candidates



# Making a Voting Plan

It is important to think about voting and identify any challenges that you may encounter. Make a plan in advance to ensure that you are prepared to go the poll.

## Ask Yourself:

- What time will you be voting?
- Where are you voting?
- Are you going to vote by mail or in person?
- What day are you going to vote?
- How are you going to get to the poll?
- Do you need a ride?
- Who else can you bring with you?
- Do you need to take time off work or get childcare?
- Do you have identification to bring, or will you fill out a statutory declaration?
- What support might I need after voting?

There are many resources available on the City's website:

[www.hamilton.ca/elections](http://www.hamilton.ca/elections)

Resources include:

- Information on voting
  - vote by mail, ballot on demand, etc
- Policies and procedures
- Information on candidates
- Legislation
- Job opportunities

The Elections Team is always available to assist with questions

- 905-546-4365
- [elections@hamilton.ca](mailto:elections@hamilton.ca)



Hamilton

THANK YOU

[Aine.Leadbetter@hamilton.ca](mailto:Aine.Leadbetter@hamilton.ca)

[Andrea.Holland@hamilton.ca](mailto:Andrea.Holland@hamilton.ca)



City of Hamilton

Accessible Transportation Services Performance Review

Q2 2022

Michelle Martin

Manager, Accessible Transportation Services

Transit Division

Public Works Department

9-13-2022

This information report provides a summary of key statistical data and performance indicators for Q2 of 2022 (April to June). 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 1: System Requested and Delivered Passenger Trips 2019-2021 and Q1 2022**

DEMAND	Q1 2022	Q2 2022	Year to Date
<b>DARTS: Number of Total Trips Requested</b>	112,155	155,087	267,242
<b>DARTS: Number of Total Trips Delivered</b>	82,356	116,804	199,160
<b>TAXI SCRIP: Number of Total Trips Delivered</b>	8,189	10,595	18,784
<b>ATS: Number of Total Trips Requested, All Modes</b>	120,344	165,682	286,026
<b>ATS: Number of Total Trips Delivered, All Modes</b>	90,545	127,399	217,944
<b>ATS % Of Total Trips Delivered vs Requested, All Modes</b>	<b>75%</b>	<b>77%</b>	<b>76%</b>

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

DEMAND BY MODE	Q1 2022 %	Q2 2022 %	Year to Date
<b>DARTS</b>	93.2%	93.6%	93.4%
<b>TAXI SCRIP</b>	6.8%	6.4%	6.6%
<b>ATS: All Modes</b>	100.0%	100.0%	100.0%

Demand for specialized trips on DARTS continues to be the main driver of trips requested and delivered. In Q2 2022, Taxi Scrip accounts for just under 7% of system trips requested, and over 93% of trips requested are for DARTS to date in 2022 (Table 2, above). The total number of requested trips includes client cancellations and no shows.

From January to June 2022, ATS delivered a total of 217,944 trips through both DARTS and the Taxi Scrip program; approximately 9% of total trips delivered were delivered through Taxi Scrip (Table 1, above).

From January to June 2022, DARTS completed trip counts are at approximately 48% of 2019 numbers for the same period (pre-COVID), and at approximately 87% of Q1 and Q2 budgeted service.

## RATE OF DENIED SYSTEM TRIPS

**Table 3: Rate of Denied Trips: ATS All Modes**

Rate of Denied Trips: ATS All Modes	Q1 2022	Q2 2022	Year to Date
ATS Total Number of Trips Requested	120,344	165,682	286,026
ATS Total Number of Trips Denied	799	3,273	4,072
% of Trips Denied	0.7%	2.0%	1.4%

System trip denial rates remain below the 5% goal established by the City's 2004 settlement with the OHRC, which includes Taxi Scrip trips for the purpose of calculating the trip denial rate. 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 remains within this standard, though with an increase in the second quarter that is likely due to vehicle safety audit activity during May and June.

## SPECIALIZED TRANSPORTATION TRIP DISPOSITION

**Table 4: Contractor (DARTS) Trip Dispositions**

Contractor Trip Dispositions	Q1 2022	Q2 2022	Year to Date
Total Trips Requested	112,155	155,087	267,242
Total Trips Provided	82,356	116,804	199,160
Total Trips Denied	799	3,273	4,072
% of Total Trips Denied	0.7%	2.1%	1.5%

### 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, currently sits at 1.5% year to date, Q1 and Q2 (Table 4, above).

**Table 5: Client Trip Disposition - DARTS**

Client Trip Disposition	Q1 2022	Q2 2022	Year to Date
Total Trips Cancelled On Time	11,431	13,098	24,529
% of Total Trips Cancelled on Time	10.2%	8.4%	9.2%
Total Trips Cancelled Late	13,217	16,489	29,706
% of Total Trips Cancelled Late	11.8%	10.6%	11.1%
Total No Show/Cancelled at Door	4,250	5,302	9,552
% of Total No Show/Cancelled at Door	3.8%	3.4%	3.6%
Total Trips Refused	102	121	223
% of Total Trips Refused	0.1%	0.1%	0.1%

### Client Trip Cancelled On Time

A trip cancelled on time 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) on-time cancellations sit at 9.2% of trips requested on DARTS year to date, Q1 and Q2 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 currently sits at 11.1%, 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. Table 5 shows the no-show rate sits at 3.6% of DARTS trips requested, year to date for Q1 and Q2 of 2022, continuing to exceed the industry best practice of less than 1%: no shows result in both lost revenue and lost service efficiency (CUTA Specialized Transit Services Industry Practices Review, 2016).

### 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 continues to be extremely low, at only 0.1% year to date for Q1 and Q2 of 2022.

## DARTS ON-TIME PERFORMANCE

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

Service Metrics	Q1 2022	Q2 2022	Year to Date
Total Trips Provided	82,356	116,804	199,160
Total Number of Late Trips	293	942	1,235
% of Trips Completed on Time	99.6%	99.2%	99.4%

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 currently sits at 99.4% year to date for Q1 and Q2 of 2022. Please note, the on-time performance for Q1 of 2022 has been corrected from the previous report where it was erroneously reported as 99.7%.

## COMPLAINTS

**Table 7: Complaints per Thousand Trips**

Year	Complaints per Thousand ATS Trips, All Modes	Complaints per Thousand DARTS Trips
2022 Q1	2.8	3.0
2022 Q2	3.9	4.2
Year to Date	3.4	3.8

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). In Q1 of 2022, there were 2 Taxi Scrip complaints, and no Taxi Scrip complaints in Q2. The second column uses the total number of DARTS trips provided (not including complaints about Taxi Scrip).

The industry best practice is 1.0 complaints per 1,000 trips. The 2016 CUTA average for large systems is 2.1 complaints per 1,000 trips. The complaint level currently sits at greater than the industry best practice (1:1,000) and exceeds the CUTA average, year to date for Q1 and Q2 of 2022.

**Table 8: Complaint Type**

Complaint Type	Q1 2022	Q2 2022	Year to Date
Service Performance	182	334	516
Staff Performance	65	131	196
Service Sufficiency	6	30	36
TOTAL	253	495	748

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.

The categories above have been in use internally many years. ATS will be reviewing their use for better understanding of complaint drivers.

## COMMENDATIONS

**Table 9: Commendations per Thousand Trips**

Year	Commendations per Thousand ATS Trips, All Modes	Commendations per Thousand DARTS Trips
Q1 2022	1.0	1.1
Q2 2022	1.2	1.3
Year to Date	1.1	1.2

Table 9 (above) shows the number of commendations per thousand ATS system trips (including Taxi Scrip trips) 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).





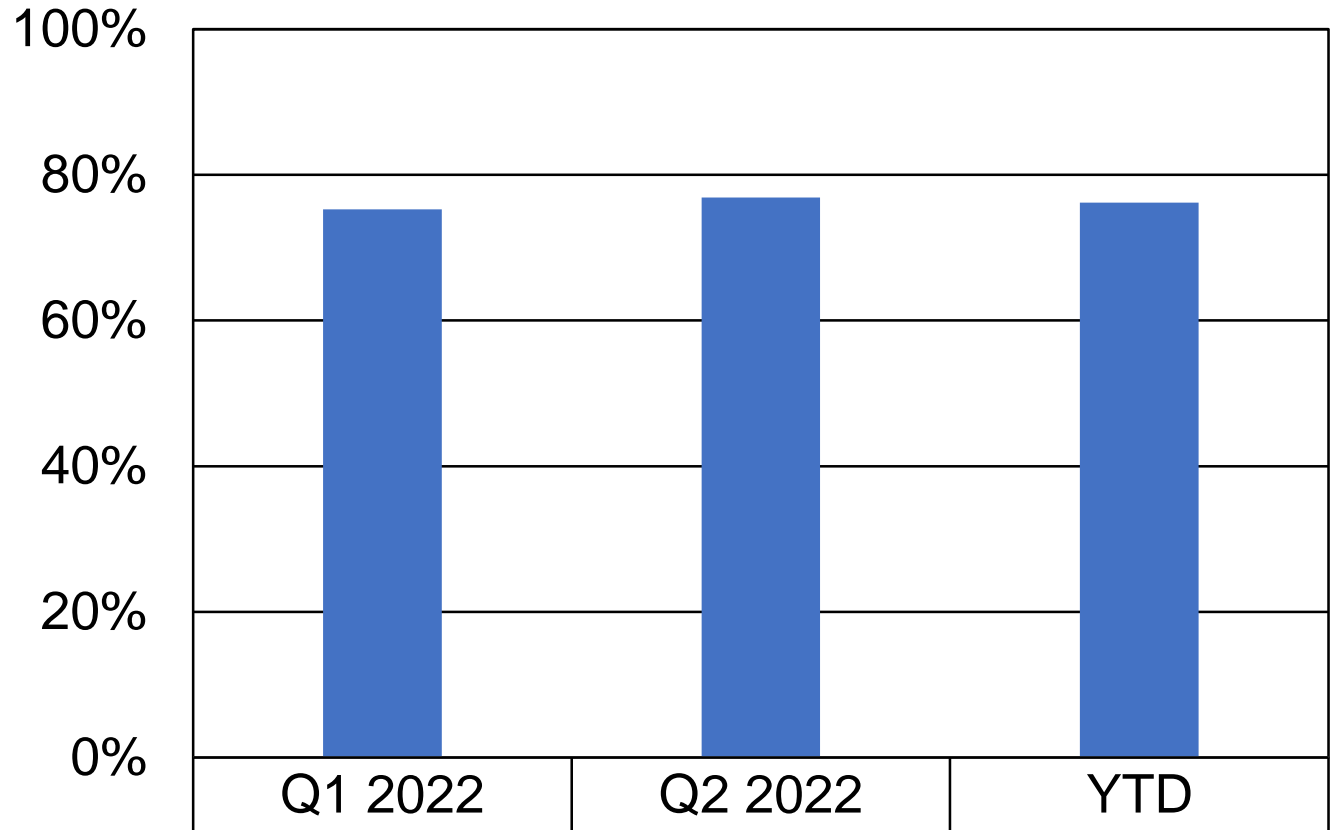
Hamilton

ACCESSIBLE TRANSPORTATION SERVICES  
PERFORMANCE REVIEW

Q2 2022

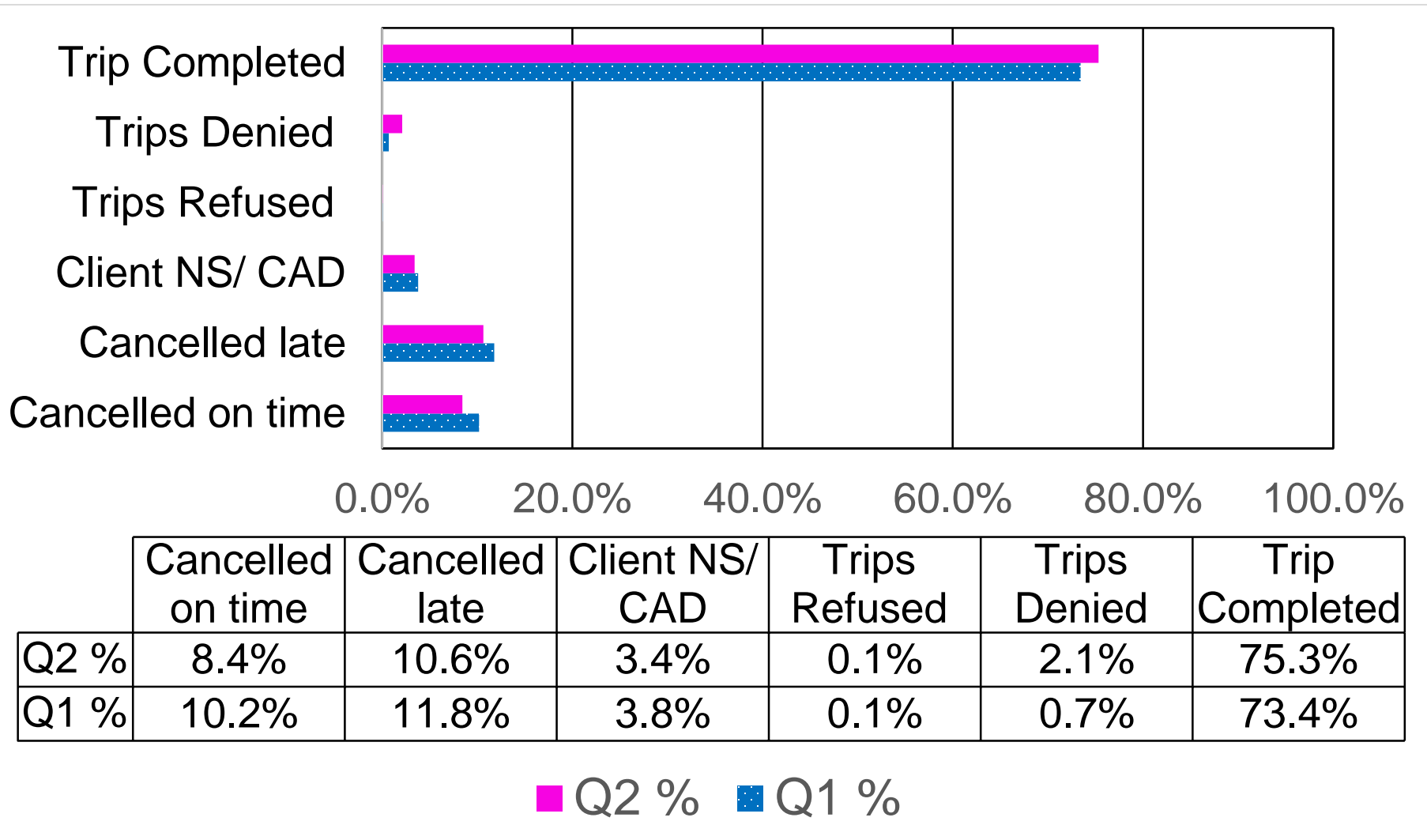
ADVISORY COMMITTEE FOR PERSONS WITH DISABILITIES  
SEPTEMBER 13, 2022

# DEMAND: COUNT OF ATS TRIPS DELIVERED vs REQUESTED

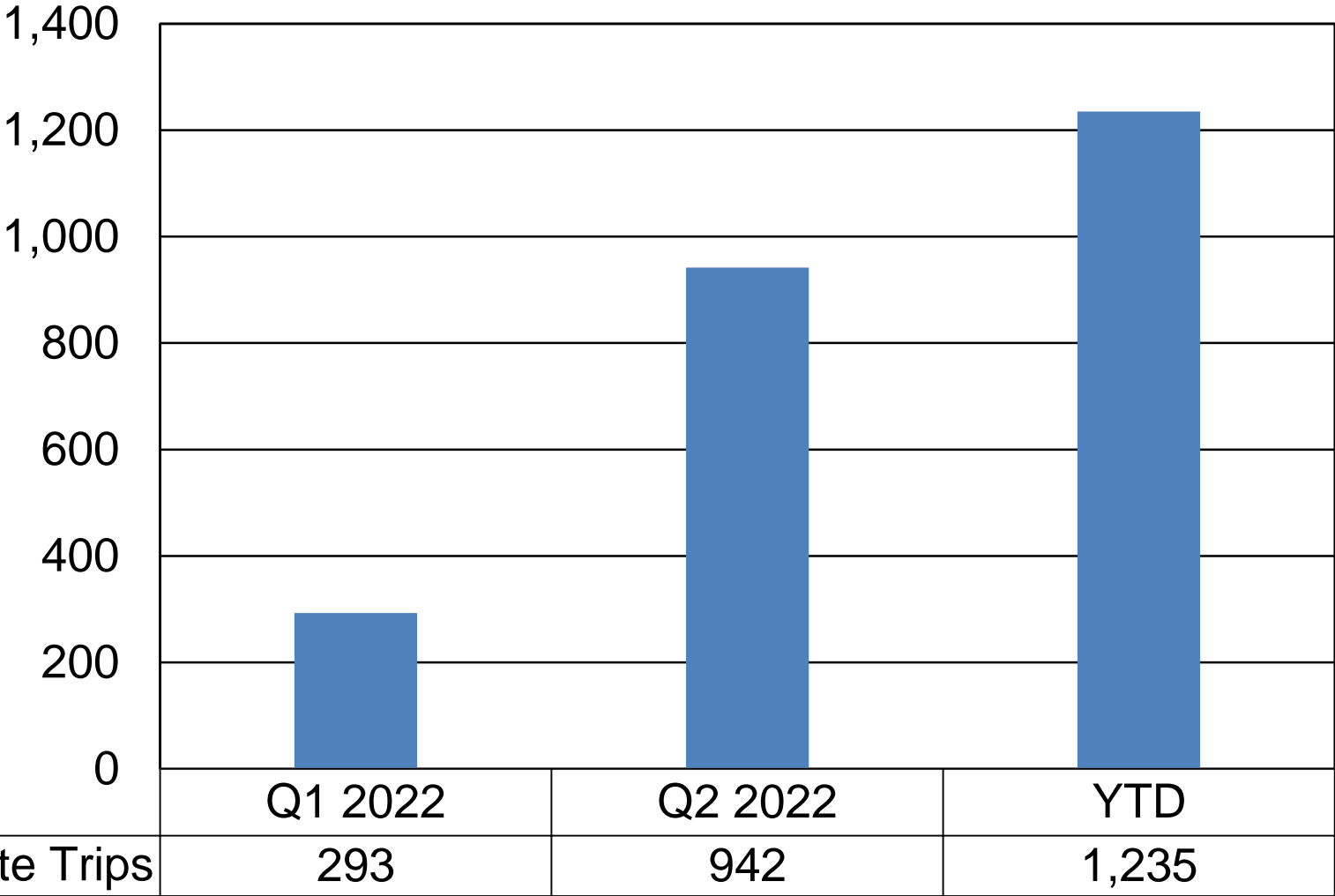


ATS % Total Trips Delivered vs. Requested, All Modes	75%	77%	76%
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# TRIP DISPOSITION Q1 and Q2 2022: % of DARTS TRIPS REQUESTED

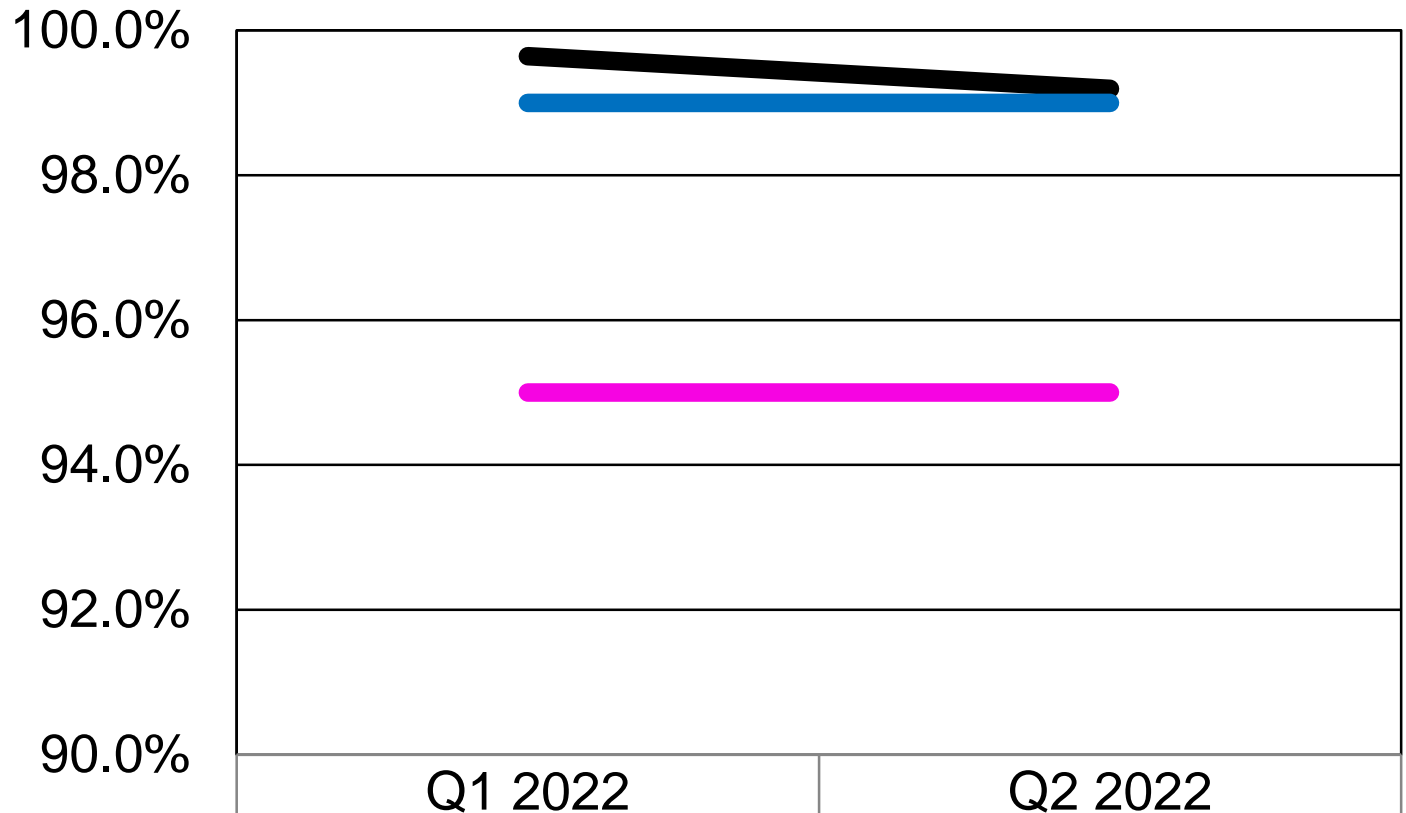





# DARTS LATE TRIPS



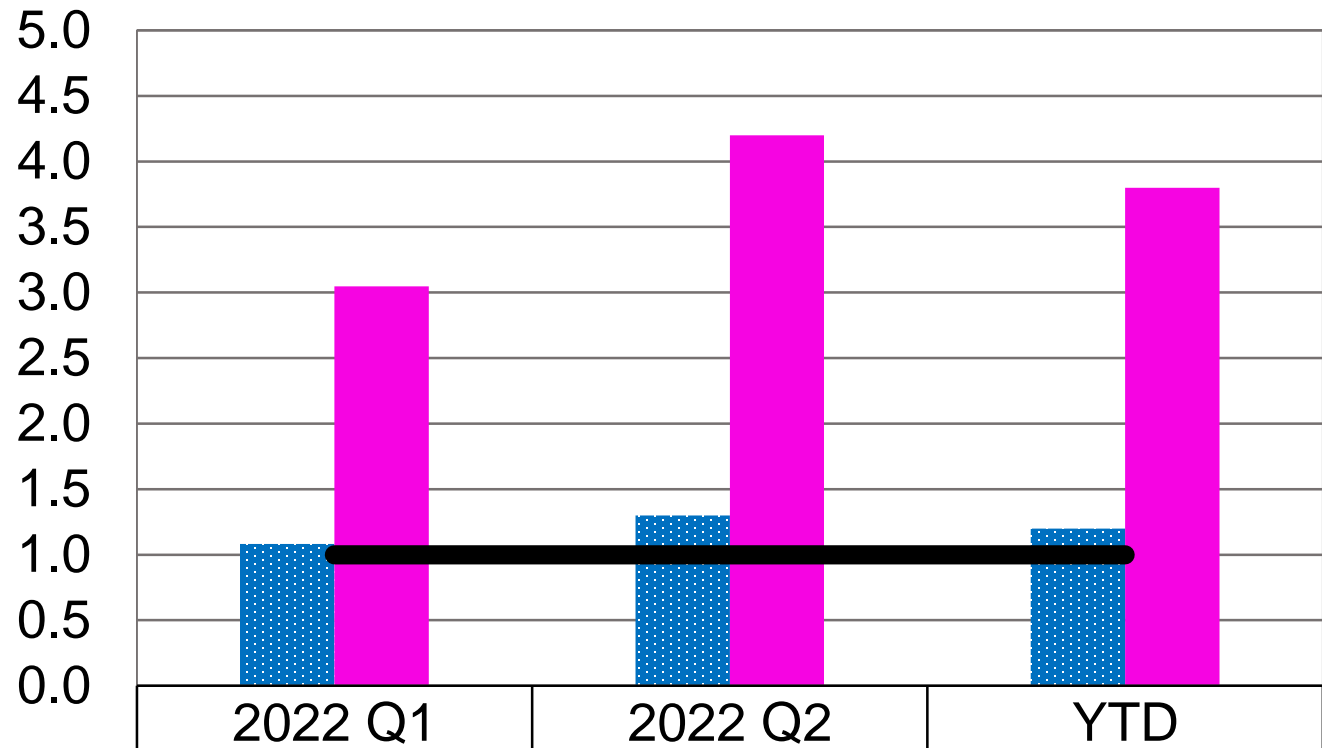


## DARTS ON TIME PERFORMANCE



 DARTS On Time Performance	99.6%	99.2%
 Goal	95.0%	95.0%
 Industry Best practice	99.0%	99.0%

# ATS AND DARTS COMMENDATIONS AND COMPLAINTS PER THOUSAND DARTS TRIPS



 Total commendations/ 1,000 DARTS trips	1.1	1.3	1.2
 Total complaints/ 1,000 DARTS trips	3.0	4.2	3.8
 Industry Best Practice	1	1	1



Hamilton

THANK YOU



Slide 1



ACCESSIBLE TRANSPORTATION SERVICES  
PERFORMANCE REVIEW  
Q2 2022  
ADVISORY COMMITTEE FOR PERSONS WITH DISABILITIES  
SEPTEMBER 13, 2022

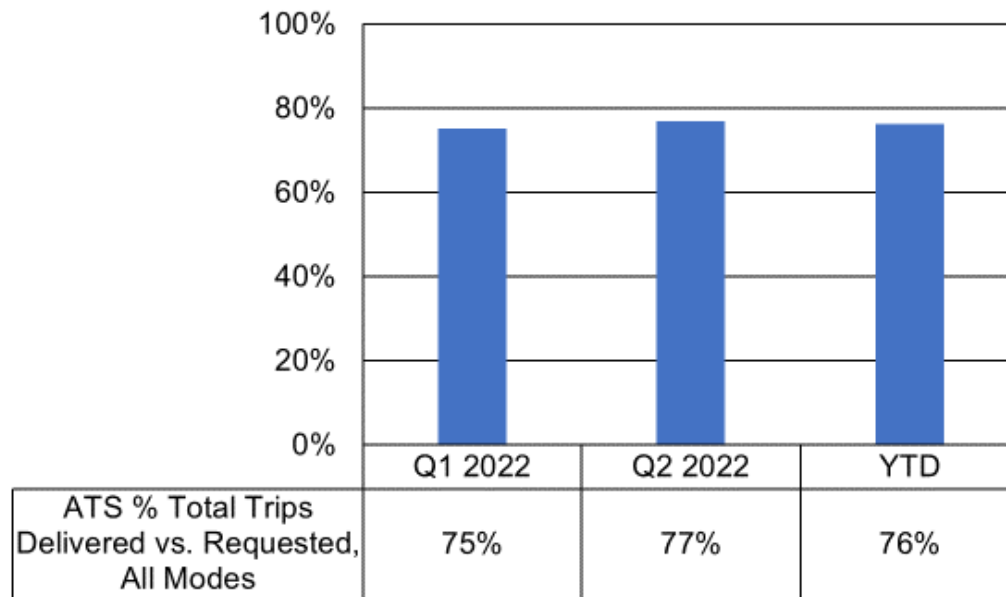
PUBLIC WORKS DEPARTMENT  
TRANSIT DIVISION

Slide 1 image description:

City of Hamilton logo; title, Accessible Transportation Services Performance Review Q2 2022, Advisory Committee for Persons with Disabilities, September 13, 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 Q1 and Q2 of 2022, and year-to-date. The total number of requested trips also includes trips booked but not taken; i.e., cancelled trips and passenger no show trips.

Data for Slide 2 Chart:

**ATS % Total Trips Delivered vs. Requested, All Modes:**

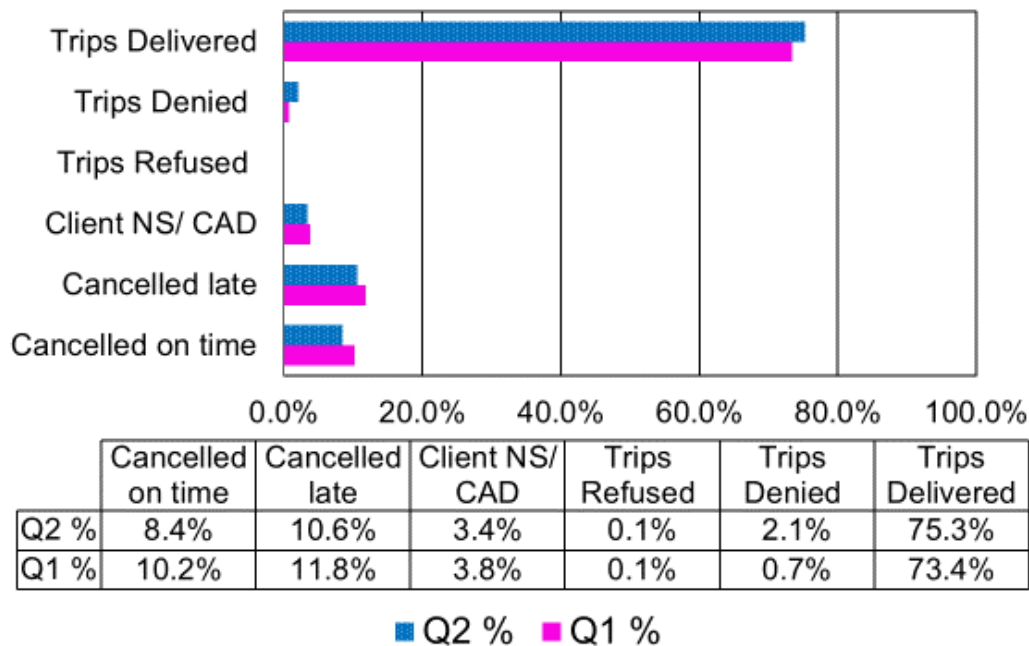
**Q1 2022:** 75 %

**Q2 2022:** 77 %

**YTD:** 76%

Slide 3

### TRIP DISPOSITION Q1 and Q2 2022: % of DARTS TRIPS REQUESTED



**Slide 3 description:** Title: DARTS Trip Disposition Q1 and Q2 2022: Percentage of DARTS Trips Requested.

Slide 3 illustrates the 2022 Q1 and Q2 state of DARTS trip disposition: the rate of trips completed, compared to trips denied, trips refused, client no shows and cancels at door, late cancellations, and on-time cancellations. The horizontal blue bars on the top of each cluster illustrate rates for Q2, and the pink bars at the bottom of each cluster illustrate rates for Q1.

Data for slide 3 chart:

#### DARTS Trip Disposition Q1 2022

**Trips Cancelled – On Time:** 10.2% of DARTS Trips Requested

**Trips Cancelled – Late:** 11.8% of DARTS Trips Requested

**Client No Shows/ Cancel at Door:** 3.8% of DARTS Trips Requested

**Trips Refused:** 0.1% of DARTS Trips Requested

**Trips Denied:** 0.7%

**Trips Delivered:** 73.4%

#### DARTS Trip Disposition Q2 2022

**Trips Cancelled – On Time:** 8.4% of DARTS Trips Requested

**Trips Cancelled – Late:** 10.6% of DARTS Trips Requested

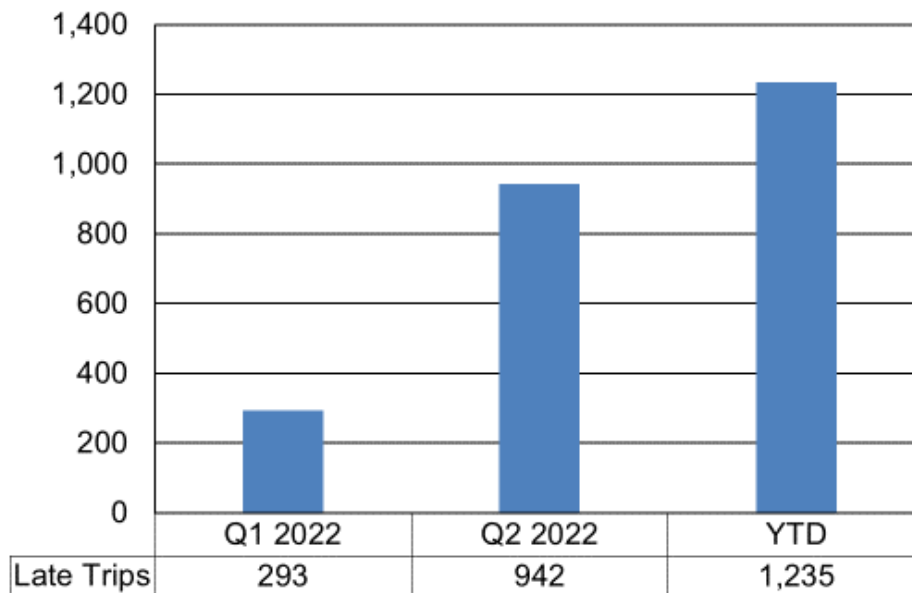
**Client No Shows/ Cancel at Door:** 3.4% of DARTS Trips Requested

**Trips Refused:** 0.1% of DARTS Trips Requested

**Trips Denied:** 2.1%

**Trips Delivered:** 75.3%

Slide 4

**DARTS LATE TRIPS**

**Slide 4 description:** This graph illustrates the number of DARTS late trips: blue vertical columns show the number of late trips in Q1 and Q2 of 2022, and year-to-date.

Data for slide 4 chart:

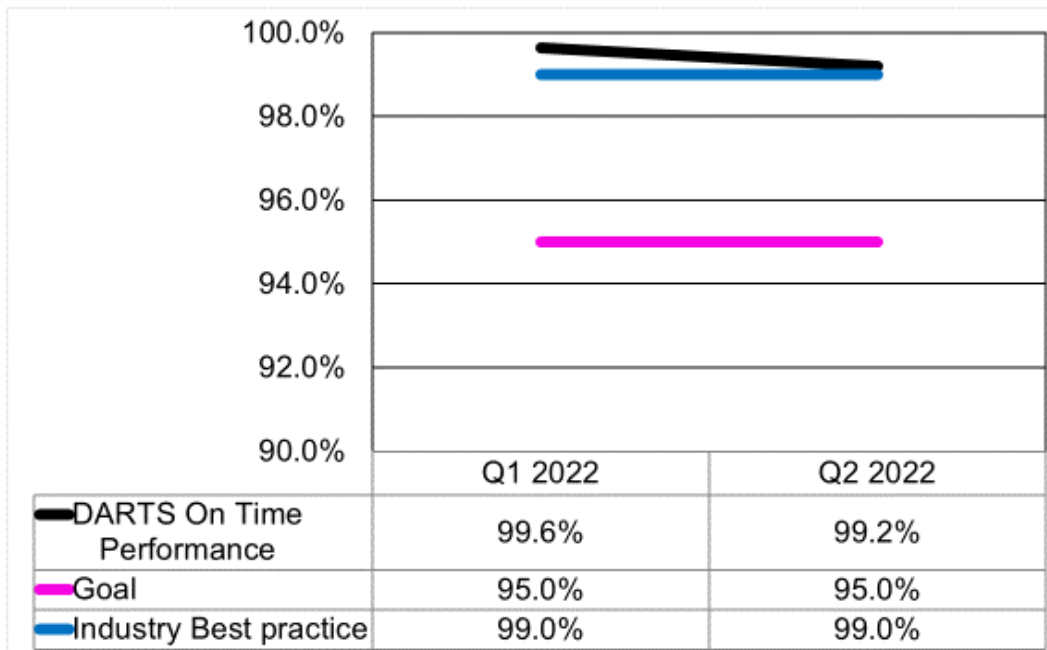
**Q1 2022:** 293 late trips

**Q2 2022:** 942 late trips

**Year to Date:** 1,235



Slide 5

**DARTS ON TIME PERFORMANCE**

**Slide 5 description:** This graph illustrates DARTS on-time performance. The solid black line shows the DARTS on-time performance trend. The blue line beneath it illustrates the industry best practice, and the pink line at bottom shows the goal as directed by the OHRC in 2004. The graph shows a slight decrease in DARTS on-time performance from Q1 to Q2 of 2022, but still above the goal of 95% and slightly above the industry standard of 99%.

Data for slide 5:

**Q1 2022:** 99.7% DARTS on-time performance

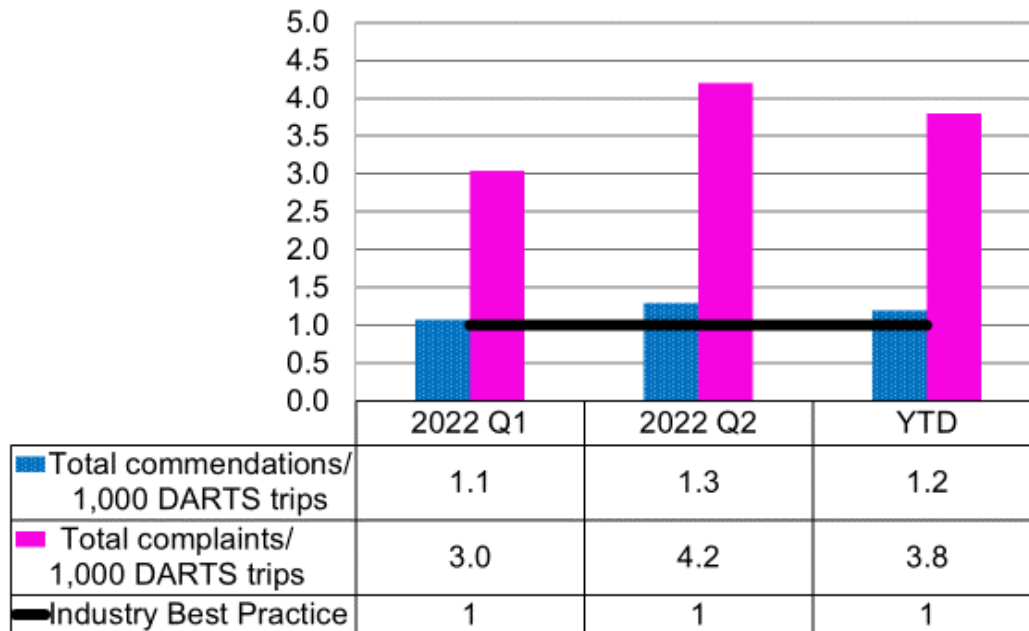
**Q2 2022:** 99.2% DARTS on-time performance

**Goal:** 95%

**Industry best practice:** 99%

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 Q1 and Q2 of 2022, and year-to-date. 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. 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 up to Q2 of 2022, but the industry standard for commendations has been met.

Data for slide 6:

#### Total commendations per thousand DARTS trips

**2022 Q1:** 1.1

**2022 Q2:** 1.3

**Year-to-date:** 1.2

#### Total complaints per thousand DARTS trips

**2022 Q1:** 3.0

**2022 Q2:** 4.2

**Year-to-date:** 3.8

Slide 7



THANK YOU



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



**CITY OF HAMILTON**

**MOTION**

**Advisory Committee for Persons with Disabilities:  
September 13, 2022**

**MOVED BY A. MALLETT.....**

**SECONDED BY.....**

**Attendance at the National Conference on Ending  
Homelessness, November 2 – 4, 2022**

WHEREAS, the Canadian Alliance to End Homelessness is hosting the National Conference on Ending Homelessness, November 2 – 4, 2022, in a hybrid format, offering the option to register for in person in Toronto or remote participation;

WHEREAS, the Advisory Committee for Persons with Disabilities recognizes there are concerns related to escalating costs of disabilities and barriers to social inclusion that can result in homelessness, as expressed in its correspondence to Hamilton’s General Issues Committee, dated July 21, 2022; and

WHEREAS, interest has been expressed by members of the Advisory Committee for Persons with Disabilities in participating remotely in the National Conference on Ending Homelessness, November 2 – 4, 2022.

THEREFORE, BE IT RESOLVED:

That the registration fee for up to two Advisory Committee for Persons with Disabilities members to participate remotely in the National Conference on Ending Homelessness, November 2 – 4, 2022, hosted by the Canadian Alliance to End Homelessness, to be funded from the Advisory Committee for Persons with Disabilities' 2022 approved budget for conferences and related travel expenses, to an upset limit of \$875, be approved.

# ITEM 11.2

## CITY OF HAMILTON

### MOTION

**Advisory Committee for Persons with Disabilities:  
September 13, 2022**

**MOVED BY A. FRISINA.....**

**SECONDED BY.....**

**Request from Anthony Frisina for a Leave of Absence  
from the Advisory Committee for Persons with  
Disabilities for a Duration of up to Three Months**

WHEREAS, pursuant to the Advisory Committee Procedural Handbook, members of the Committee who miss more than three meetings during their term without Committee approval, may be subject to replacement on the Committee and may not be eligible for re-appointment;

THEREFORE, BE IT RESOLVED:

That the request from Anthony Frisina for a leave of absence from the Advisory Committee for Persons with Disabilities for the duration of up to three months, be approved.