



## City of Hamilton

# ADVISORY COMMITTEE FOR PERSONS WITH DISABILITIES ADDENDUM

**Meeting #:** 23-003  
**Date:** March 14, 2023  
**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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**Pages**

## 9. CONSENT ITEMS

### 9.4 Transportation Working Group Update

- \*a. Transportation Working Group, Summary of Visioning Discussion Respecting DARTS - January 24, 2023

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**9.4 (a)**

**Transportation Working Group  
Summary of Visioning Discussion Respecting DARTS  
January 24, 2023**

Visioning discussion – Only DARTS

Shahan asked Aznive to start the visioning session at approximately 5 PM.

Aznive asked if anyone had questions or issues with the direction of this session/the email describing this session which was sent earlier, to please identify it now. No one responded.

Paula was concerned about being respected and insults. Aznive said no arguing or insulting would be tolerated and hoped that Shahan would turn the mic off if someone did that. Each person must accept what is being said is that person's opinion.

Each person was given an opportunity to describe what would be a perfect paratransit system.

Anthony: There must be more respect rather than what's currently in practice. Transportation should go directly from point to point for most and door to door for those who need it. More work needs to be done on eligibility, respect, and dignity for passengers

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Shahan: there needs to be a better pick up window. More competition for service delivery and choice for growth. Darts is an oligopoly.

Mark: Better alternatives as options. No shared ride. It would help to have a competitive system with choice, addresses rural needs, no evidence that an alternate system is viable, just conjecture. Need to narrow the pickup window.

Tim: There are issues with the current service model. Eliminate shared ride. Try alternative models of delivery. Service should be door-to-door, on-demand rides. Eliminate policies regarding bags. We need to speak to service with a common voice.

Paula: DARTS has been broken for years. It gives people independence. Find a municipality with a single ride service. Adapt that model for Hamilton instead of reinventing the wheel.

Tom: Since Transit Directors take command from the Council, prepare a white paper or proposal with solutions for the Council. Council operates budget.

Mark: The vehicles which have been ordered are a problem. Staff have a budget to get reports which will suit their own agenda.

Anthony: Addressed his experience of his trip. There are problems between pick up window and onboard time. Mismanaged logistics. Be able to pick desired drop off

## 9.4 (a)

locations. The online booking does not get picked up by the scheduler. It goes directly to trapeze.

Tim: We need a unified approach from the whole community. It will help paratransit and compel council for improvement. There are people at the University who could help us formulate this new model.

James: Wanted to include discussion regarding HSR and felt DARTS should not be seen in a vacuum.

Tom: All paths to a better paratransit system goes through council

Aznive: Has had many years of experience with DARTS. Many problems. Better training. Better communication. Better time management. Have seen the best of darts and the worst of DARTS.

Paula: We need to start from this beginning and look at the whole picture. Our vision should not be based on complaints.

Anthony: We need a viable solution. Each passenger has different abilities and needs. The service should be responsive to this.

Mark: We need a polished draft or idea. Approaching the University to help us is a good idea. The model must be affordable for council to give credence.

**9.4 (a)**

Anthony: Passengers have been mistreated for too long. There have been many promises and excuses.

Tim: Our paratransit is not responsive to the community, business, recreation, healthcare and so forth. Tim will continue discussion with academia.

Mark: Our recommendations need to address the whole city.

Paula: Where can we find examples of direct ride service?

Everyone agreed Tim could put out feelers through McMaster.

Provide solutions. Less complaining. Go to council with solutions. Also, try to follow the chain of command. Transportation system needs to be flexible compared to the systems around it. Be a change leader in the transportation for persons with disabilities.

Aznive thanked the members for their contributions to the visioning. Will put something together for the next TWG meeting to continue this visioning process.

Meeting was handed back to Shahan at 5:56 PM.

This was the email sent to TWG prior to the meeting:

Good morning TWG,

**9.4 (a)**

Today's transportation working group meeting at 4 PM will focus on visioning an enriched Darts service. We do not need to talk about any other transportation services.

I would like to moderate the discussion and the following are the goals.

- We have to work together. Everyone should participate and not leave the meeting if it is not going their way.
- Everyone must remain respectful, not critical of others' ideas, and no one should feel they have to be defensive. These are ideas and we have to accept the fact these are their ideas.
- Each person should express their idea of what a perfect transportation service would look like. Pretend there is no system in place. However, we still need to address those issues that are creating difficulties for persons with disabilities to have the services that will work for them (not necessarily worrying if it works for DARTS).