



City of Hamilton

ADVISORY COMMITTEE FOR PERSONS WITH DISABILITIES REVISED

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

Pages

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 February 14, 2023
5. COMMUNICATIONS
6. DELEGATION REQUESTS
7. DELEGATIONS
8. STAFF PRESENTATIONS

5

8.1	Accessible Transportation Services Performance Review - Q4 2022	15
-----	-----------------------------------------------------------------	----

9. CONSENT ITEMS

9.1	Built Environment Working Group Update	
	a. Built Environment Working Group Meeting Notes - February 7, 2023	33
9.2	Housing Issues Working Group Update (no copy)	
9.3	Outreach Working Group Update	
	a. Outreach Working Group Meeting Notes - February 21, 2023	35
9.4	Transportation Working Group Update	
	a. Transportation Working Group, Summary of Visioning Discussion Respecting DARTS - January 24, 2023	45
9.5	Strategic Planning Working Group Update	
	a. Strategic Planning Working Group Meeting Notes - February 9, 2023	51
9.6	Accessible Open Spaces and Parklands Working Group Update (no copy)	

10. PUBLIC HEARINGS

11. DISCUSSION ITEMS

12. MOTIONS

- 12.1 Reimbursement for the Purchase of Flowers for
Condolences on behalf of the Advisory Committee for
Persons with Disabilities 55

13. NOTICES OF MOTION

14. GENERAL INFORMATION / OTHER BUSINESS

- 14.1 Accessibility Complaints to the City of Hamilton (no copy)
- 14.2 Accessibility for Ontarians with Disabilities Act, 2005
(AODA) Update (no copy)
- 14.3 Presenters List for the Advisory Committee for Persons
with Disabilities (no copy)

15. PRIVATE AND CONFIDENTIAL

16. ADJOURNMENT



Hamilton

**ADVISORY COMMITTEE FOR PERSONS WITH
DISABILITIES
MINUTES 23-002**

4:00 p.m.

Tuesday, February 14, 2023

Room 264, 2nd Floor

Hamilton City Hall

71 Main Street West

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

Absent

with Regrets: L. Janosi, 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. Investigation of Light Rail Transit (LRT) Systems in Neighbouring Municipalities by Members of the Advisory Committee for Persons with Disabilities (no copy) (Item 11.1)**

(McNeil/Manzuk)

WHEREAS, the Transportation Working Group believes that it would be beneficial for the Advisory Committee for Persons with Disabilities to review and identify accessibility barriers of Light Rail Transit (LRT) Systems in neighbouring municipalities like Kitchener and make recommendations with regard to barrier removal and prevention in compliance with the Accessibility for Ontarians with Disabilities Act and the Ontario Human Rights Code;

THEREFORE, BE IT RESOLVED:

- (a) That Members of the Advisory Committee for Persons with Disabilities be approved to travel to neighbouring municipalities to review and identify accessibility barriers of Light Rail Transit (LRT) Systems in neighbouring municipalities like Kitchener and make recommendations with regard to barrier removal and prevention in compliance with the Accessibility for Ontarians with Disabilities Act and the Ontario Human Rights Code; and
- (b) That the transportation costs be funded from the Advisory Committee for Persons with Disabilities 2023 approved budget for conferences and related travel expenses, to an upset limit of \$1,000.

CARRIED

(2) Transfer of the Remaining Funds from the 2022 Advisory Committee for Persons with Disability Budget to the Reserve (Item 12.1)

(Kemp/Dingman)

That remaining funds from the 2022 Advisory Committee for Persons with Disabilities Budget be transferred to the Advisory Committee for Persons with Disabilities Reserve, to the maximum allowable amount.

CARRIED

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

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

8. STAFF PRESENTATIONS**8.1 Transit Fare Equity Program - WITHDRAWN****(McNeil/Cameron)**

That the Agenda for the February 14, 2023, 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 OF THE PREVIOUS MEETING (Item 4)**(i) January 10, 2023 (Item 4.1)****(McNeil/Kemp)**

That the January 10, 2023, minutes of the Advisory Committee for Persons with Disabilities meeting, be approved, as presented.

CARRIED

(d) DELEGATIONS (Item 7)

- (i) Elaine Logie, Hamilton Disability Employment Network, respecting Serving Persons with Disabilities in Finding Employment (approved January 10, 2023) (Item 7.1)**

Elaine Logie, Program Coordinator, Shannon McCracken, Co-Chair, and Kelly Sward, Committee Member, Hamilton Disability Employment Network, provided the Committee with a presentation respecting serving persons with disabilities in finding employment, with the aid of a PowerPoint presentation.

(Kemp/Kilburn)

That the delegation be granted an additional 5 minutes, beyond the 5-minute time limit, to complete their delegation respecting serving persons with disabilities in finding employment.

CARRIED**(Kilburn/Cardno)**

That the presentation by Elaine Logie, Program Coordinator, Shannon McCracken, Co-Chair, and Kelly Sward, Committee Member, Hamilton Disability Employment Network respecting serving persons with disabilities in finding employment, be received.

CARRIED

(e) STAFF PRESENTATIONS (Item 8)**(i) Accessibility Award Program (Item 8.2)**

Jocelyn Strutt, Senior Project Manager, Community Engagement, provided a verbal presentation respecting the Accessibility Award Program.

(Kemp/McNeil)

That the presentation from Jocelyn Strutt, Senior Project Manager, Community Engagement, respecting the Accessibility Award Program, be received.

CARRIED**(Kemp/Cameron)**

(a) That Jocelyn Strutt, Senior Project Manager, Community Engagement, be invited to attend the Outreach Working Group to consult respecting the Accessibility Award Program; and

(b) That the recommendations of the Outreach Working Group respecting the proposed Accessibility Award Program be brought back to the Advisory Committee for Persons with Disabilities for consideration prior to being presented to the General Issues Committee.

CARRIED

(f) CONSENT ITEMS (Item 9)**(i) Consent Items (Items 9.1 - 9.6)****(McNeil/Manzuk)**

That the following updates and meeting notes, be received:

- (1) Built Environment Working Group Update (Item 9.1)
 - (a) Built Environment Working Group Outstanding Business List 2018-2022 Term (Item 9.1(a))
- (2) Housing Issues Working Group Update (Item 9.2)
 - (a) Housing Issues Working Group Meeting Notes – January 17, 2023 (Item 9.2(a))
- (3) Outreach Working Group Update (Item 9.3)
 - (a) Outreach Working Group Meeting Notes - January 17, 2023 (Item 9.3(a))
 - (b) Outreach Working Group Outstanding Business List, February 2023 (Item 9.3(b))

- (4) Transportation Working Group Update (Item 9.4)
 - (a) Transportation Working Group Meeting Notes - January 24, 2023 (Item 9.4(a))
- (5) Strategic Planning Working Group Update (Item 9.5)
 - (a) Strategic Planning Working Group Accomplishments 2018-2022 Term (Item 9.5(a))
- (6) Accessible Open Spaces and Parklands Working Group Update (Item 9.6)
 - (a) Accessible Outdoor Spaces and Parklands Working Group Accomplishments 2018-2022 Term (Item 9.6(a))

Upon Committee's request Item 9.2(a) was voted on separately, as follows:

- (2) Housing Issues Working Group Update (Item 9.2)
 - (a) Housing Issues Working Group Meeting Notes – January 17, 2023 (Item 9.2(a))

CARRIED

J. Cardno wished to be recorded as opposed to Item 9.2(a).

Balance of the Consent Items (Items 9.1 and 9.3 - 9.6)

CARRIED

**(g) GENERAL INFORMATION / OTHER BUSINESS
(Item 14)**

**(i) Accessibility Complaints to the City of
Hamilton (Item 14.1)**

No update.

**(ii) *Accessibility for Ontario with Disabilities Act,
2005 (AODA)* (Item 14.2)**

No update.

**(iii) Presenters List for the Advisory Committee
for Persons with Disabilities (Item 14.3)**

(Cameron/Kemp)

That the presenter's list attached to the February 14, 2023, Advisory Committee for Persons with Disabilities Agenda be received.

CARRIED

(h) ADJOURNMENT (Item 16)

(Manzuk/McNeil)

That there being no further business, the Advisory Committee for Persons with Disabilities, be adjourned at 5:40 p.m.

CARRIED

Respectfully submitted,

Tim Murphy, Acting Chair
Advisory Committee for
Persons with Disabilities

Carrie McIntosh
Legislative Coordinator
Office of the City Clerk

City of Hamilton
Accessible Transportation Services Performance Review
Q4 2022

Michelle Martin
Manager, Accessible Transportation Services
Transit Division
Public Works Department
3-14-2023

This information report provides a summary of key statistical data and performance indicators for Q4 of 2022 (October to December) and 2022 totals. 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 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, ATS contact reports, and ATS Taxi Scrip program data.

TRIPS REQUESTED AND PROVIDED

Table 1: System Requested and Delivered Passenger YTD Q4 2022

DEMAND	Q1 2022	Q2 2022	Q3 2022	Q4 2022	Year to Date
DARTS: Number of Total Trips Requested	112,155	155,087	169,376	195,670	632,288
DARTS: Number of Total Trips Delivered	82,356	116,804	123,186	132,271	454,617
TAXI SCRIP: Number of Total Trips Delivered	8,189	10,595	9,436	10,679	38,899
ATS: Number of Total Trips Requested, All Modes	120,344	165,682	178,812	206,349	671,187
ATS: Number of Total Trips Delivered, All Modes	90,545	127,399	132,622	142,950	493,516
ATS % Of Total Trips Delivered vs. Requested, All Modes	75%	77%	74%	69%	74%

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

DEMAND BY MODE	Q1 2022 %	Q2 2022 %	Q3 2022 %	Q4 2022 %	Year to Date
DARTS	93.2%	93.6%	94.7%	94.8%	94.2%
TAXI SCRIP	6.8%	6.4%	5.3%	5.2%	5.8%
ATS: All Modes	100.0%	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. In Q4 2022, Taxi Scrip accounts for just over 5% of system trips requested, and just over 94% of trips requested are for DARTS up to December 31, 2022 (Table 2, above). The total number of requested trips includes client cancellations and no shows.

For the entire year of 2022, ATS delivered a total of 493,516 trips through both DARTS and the Taxi Scrip program; approximately 8% of total trips delivered were delivered through Taxi Scrip (see Table 1, above).

For the entire year of 2022, DARTS completed trip counts are at approximately 54% of 2019 numbers for the same period (pre-COVID), and at approximately 79% of budgeted service up to end of Q4.

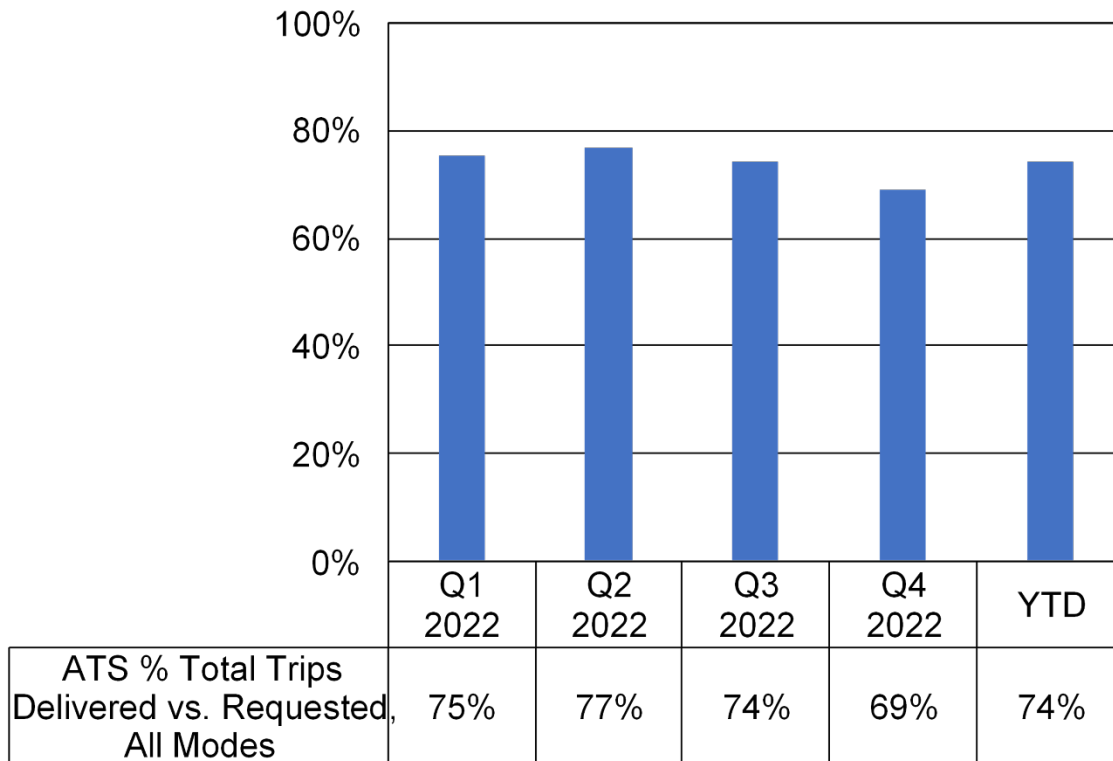


Figure 1: Demand: Count of ATS Trips Delivered versus Requested

Alternate text for Figure 1: The graph in Figure 1 (above) 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 to Q4 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 Figure 1: ATS % Total Trips Delivered vs. Requested, All Modes: Q1 2022, 75 %; Q2 2022, 77 %; Q3 2022, 74%; Q4 2022, 69%; year to date: 74% (see also Table 1, above).

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	Q3 2022	Q4 2022	Year to Date
ATS Total Number of Trips Requested	120,344	165,682	178,812	206,349	671,187
ATS Total Number of Trips Denied	799	3,273	3,623	2,933	10,628
% of Trips Denied	0.7%	2.0%	2.0%	1.4%	1.6%

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 the OHRC standard, though with an increase that is driven by increased trip denials by DARTS (see Table 4, below).

SPECIALIZED TRANSPORTATION TRIP DISPOSITION

Table 4: Contractor (DARTS) Trip Dispositions

Contractor Trip Dispositions	Q1 2022	Q2 2022	Q3 2022	Q4 2022	Year to Date
Total Trips Requested	112,155	155,087	169,376	195,670	632,288
Total Trips Provided	82,356	116,804	123,186	132,271	454,617
Total Trips Denied	799	3,273	3,623	2,933	10,628
% of Total Trips Denied	0.7%	2.1%	2.1%	1.5%	1.7%

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, currently sits at 1.7% year to date, end of Q4 (Table 4, above). This is an increase of more than double the rate at the beginning of 2022. This is due in part to vehicle safety inspections during AUD 22007 fieldwork and some ongoing ATS vehicle inspections as part of the oversight to which ATS gas committed. It is also due to circumstances reported by DARTS to be beyond its control: increased employee absences including Operators, and in Reservations, Maintenance and Dispatch; and DARTS vehicles out of service awaiting parts for repair, due in part to supply chain issues.

Table 5: Client Trip Disposition - DARTS

Client Trip Disposition	Q1 2022	Q2 2022	Q3 2022	Q4 2022	Year to Date
Total Trips Cancelled On Time	11,431	13,098	17,265	30,819	72,613
% of Total Trips Cancelled on Time	10.2%	8.4%	10.2%	15.8%	11.5%
Total Trips Cancelled Late	13,217	16,489	18,684	23,165	71,555
% of Total Trips Cancelled Late	11.8%	10.6%	11.0%	11.8%	11.3%
Total No Show/Cancelled at Door	4,250	5,302	6,448	6,313	22,313
% of Total No Show/Cancelled at Door	3.8%	3.4%	3.8%	3.2%	3.5%
Total Trips Refused	102	121	170	169	562
% of Total Trips Refused	0.1%	0.1%	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 11.5% of trips requested on DARTS at the end 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 11.3% as of the end of 2022.

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 3.5% of DARTS trips requested at the end 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).

HSR is currently working with the contractor for specialized transit, DARTS, and the software provider, Trapeze, to install an updated service infraction application to track late cancellations and no shows according to the points system outlined in PW21055(a). It should be noted, however, that cancellations and late cancellations were higher in December than for November or for October: there were over 1,000 cancellations on December 15 alone, which was the date of a significant inclement weather event. This is an example of a circumstance in which ATS would not apply any penalty for a late cancellation.

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% for 2022.

DARTS ON-TIME PERFORMANCE

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).

In 2022, on-time performance has been consistently better than the target established in the OHRC settlement agreement and sits within the industry benchmark. As shown in Table 6 (below), DARTS on-time performance currently sits at 99.0% year to date Q4 of 2022. It should be noted that in Q4 of 2022, late trips had doubled from what was reported in Q3. As noted above, DARTS has reported some causal factors to be beyond its control: increased employee absences including Operators, and

in Reservations, Maintenance and Dispatch; and DARTS vehicles out of service awaiting parts for repair, due in part to supply chain issues.

Table 6: Contractor (DARTS) On-Time Performance

Service Metrics	Q1 2022	Q2 2022	Q3 2022	Q4 2022	Year to Date
Total Trips Provided	82,356	116,804	123,186	132,271	454,617
Total Number of Late Trips	293	942	1,123	2,229	4,587
% of Trips Completed on Time	99.6%	99.2%	99.1%	98.3%	99.0%

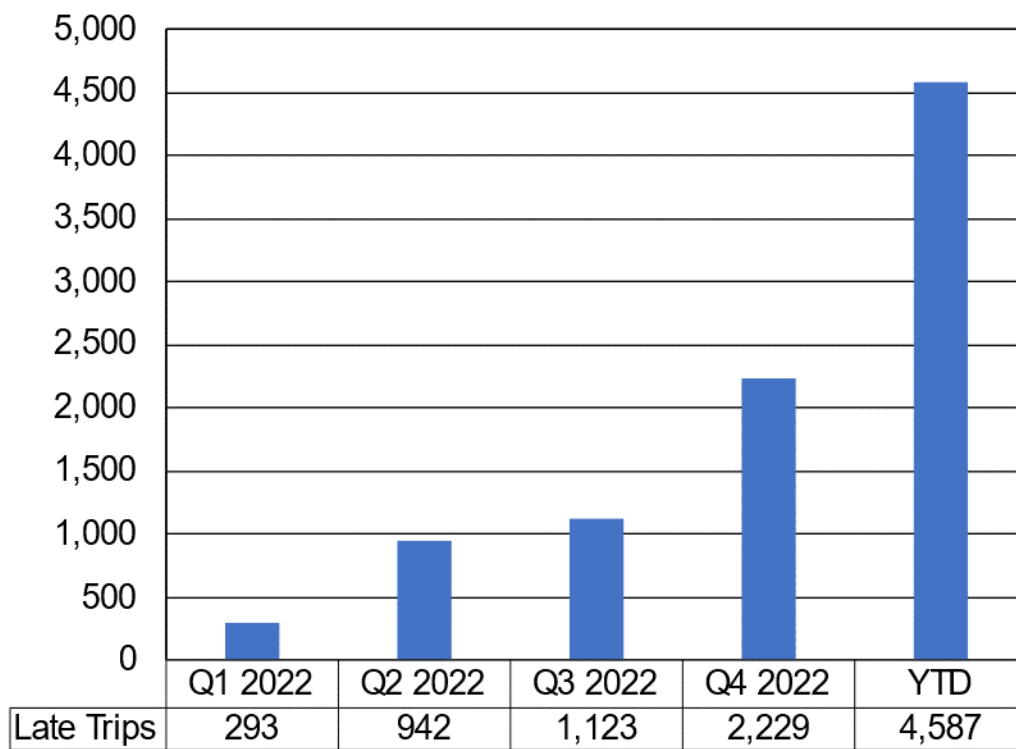


Figure 2: DARTS Late Trips

Alternate text for Figure 2: Figure 2 (above) shows the number of late trips each quarter in 2022, and the 2022 total. Data for Figure 2: Q1 2022, 293 late trips; Q2 2022, 942 late trips; Q3 2022, 1,123 late trips; Q4 2022, 2,229 late trips; year to date: 4,587 late trips (see also Table 6, above).

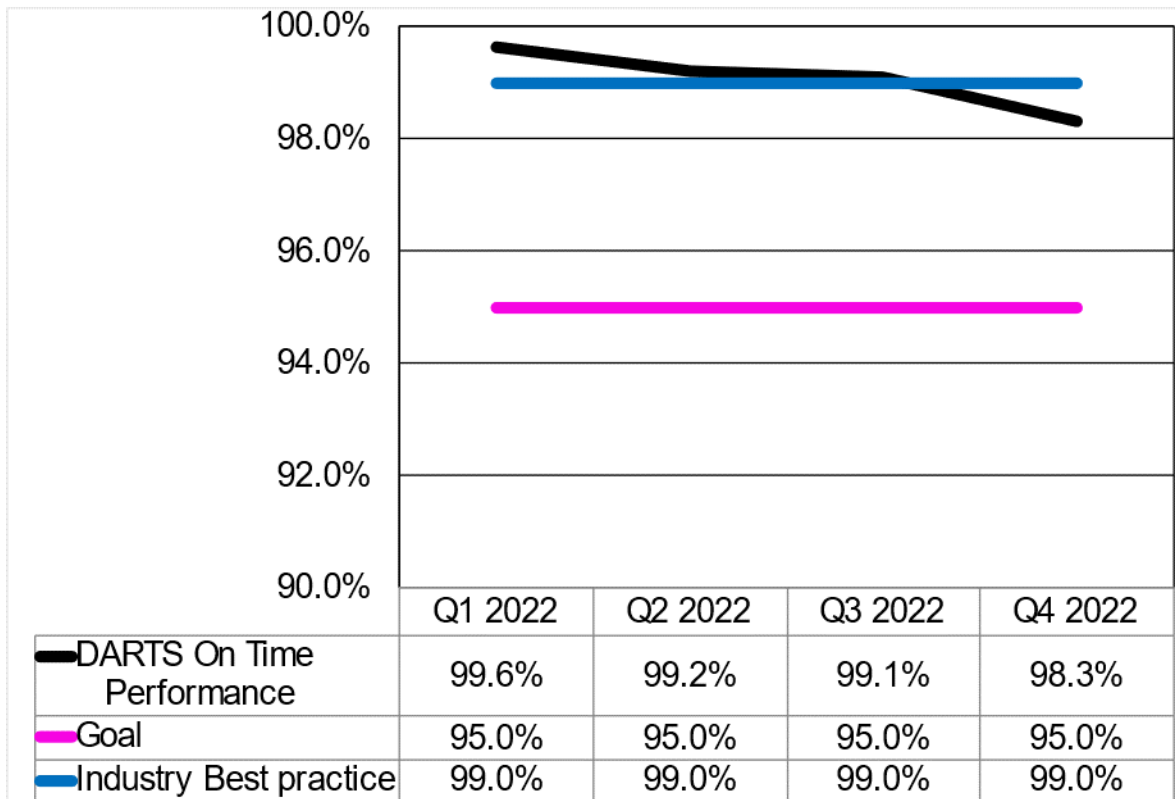


Figure 3: DARTS On Time Performance

Alternate text for Figure 3: Figure 3 (above) graphs 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 decrease in DARTS on-time performance from Q1 to Q4 of 2022, still above the OHRC goal of 95% but below the industry standard of 99%. Data for Figure 3: Q1 2022, 99.7% DARTS on-time performance; Q2 2022, 99.2% DARTS on-time performance; Q3 2022, 99.1% DARTS on-time performance; Q4 2022; 98.3% (see also Table 6, above).

COMPLAINTS

Table 7: Complaints per Thousand Trips

Year	Complaints per Thousand ATS Trips, All Modes	ATS and DARTS Complaints per Thousand DARTS Trips
2022 Q1	2.8	3.0
2022 Q2	3.9	4.2
2022 Q3	4.3	4.7
2022 Q4	5.3	5.6
Year to Date	4.2	4.5

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, no Taxi Scrip complaints in Q2 or Q3, and 8 Taxi Scrip

complaints in Q4. 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 2022 complaint level currently sits at greater than the industry best practice (1:1,000) and exceeds the 2016 CUTA average.

Table 8: Complaint Type

Complaint Type	Q1 2022	Q2 2022	Q3 2022	Q4 2022	Year to Date
Service Performance	182	334	378	564	1,458
Staff Performance	65	131	130	141	467
Service Sufficiency	6	30	65	46	147
TOTAL	253	495	573	751	2,072

Table 8 (above) 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. Taxi Scrip complaints are captured in this category. 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. For the purpose of this report, total complaints include all complaints received, including non-validated complaints.

COMMENDATIONS

Table 9: Commendations per Thousand Trips

Year	Commendations per Thousand ATS Trips, All Modes	ATS and DARTS Commendations per Thousand DARTS Trips
Q1 2022	1.0	1.1
Q2 2022	1.2	1.3
Q3 2022	0.8	0.9
Q4 2022	0.7	0.7
Year to Date	0.9	1.0

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 to date as of Q4 in 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 sit just slightly below the industry best practice of 1 commendation per thousand trips in 2022, but above the 2016 CUTA average.

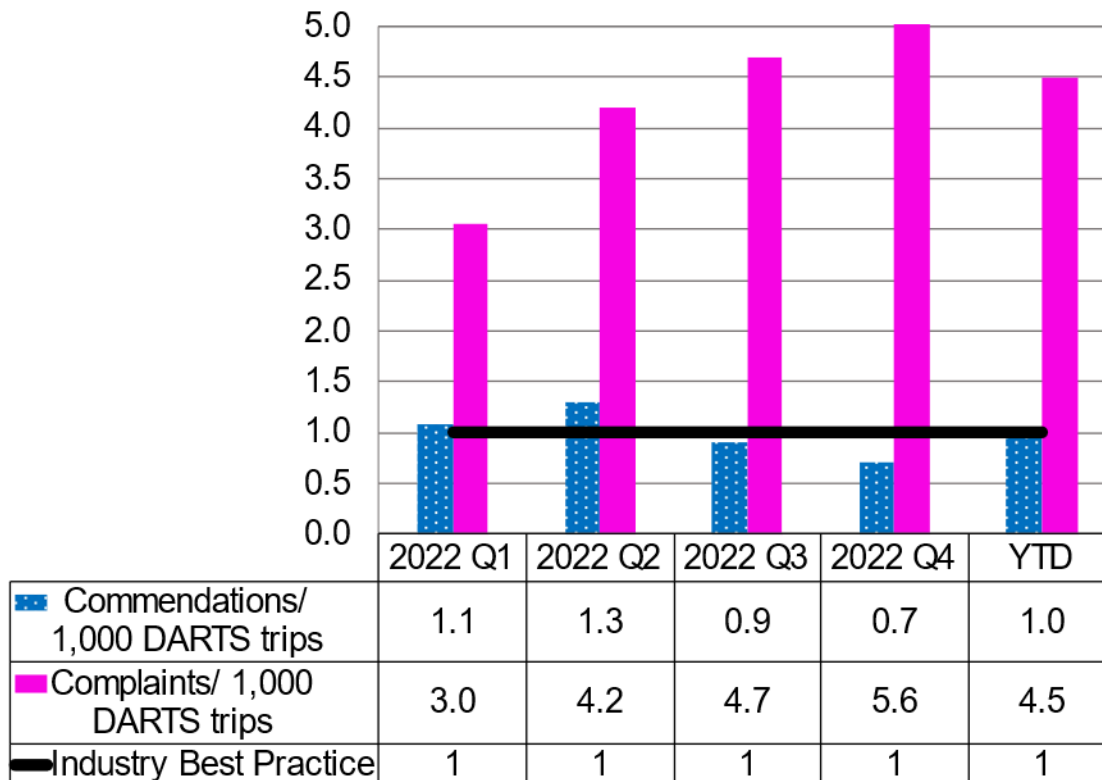


Figure 4: ATS and DARTS Commendations and Complaints per Thousand DARTS Trips.

Alternate text for Figure 4: Figure 4 (above) graphs ATS and DARTS commendations and complaints per thousand trips Q1 to Q4 of 2022, and year-to-date. The clustered vertical columns compare commendations to complaints. The vertical blue columns with white dots 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 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 for 2022, but the industry standard for commendations has been met. Data for Figure 4: Total commendations per thousand DARTS trips: 2022 Q1, 1.1; 2022 Q2, 1.3; 2022 Q3, 0.9; 2022 Q4, 0.7; year-to-date, 1.0. Total complaints per thousand DARTS trips: 2022 Q1, 3.0; 2022 Q2, 4.2; 2022 Q3, 4.7; 2022 Q4, 5.7; year-to-date, 4.4. See also Tables 7 and 9 (above).

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).

Slide 1



ACCESSIBLE TRANSPORTATION SERVICES
PERFORMANCE REVIEW

Q4 2022

ADVISORY COMMITTEE FOR PERSONS WITH DISABILITIES
MARCH 14, 2023

PUBLIC WORKS DEPARTMENT
TRANSIT DIVISION

Slide 1 image description:

City of Hamilton logo; title, Accessible Transportation Services Performance Review Q3 2022, Advisory Committee for Persons with Disabilities, December 13, 2022; Public Works Department, Transit Division.

FIGURE 1: DEMAND: COUNT OF ATS TRIPS DELIVERED vs REQUESTED

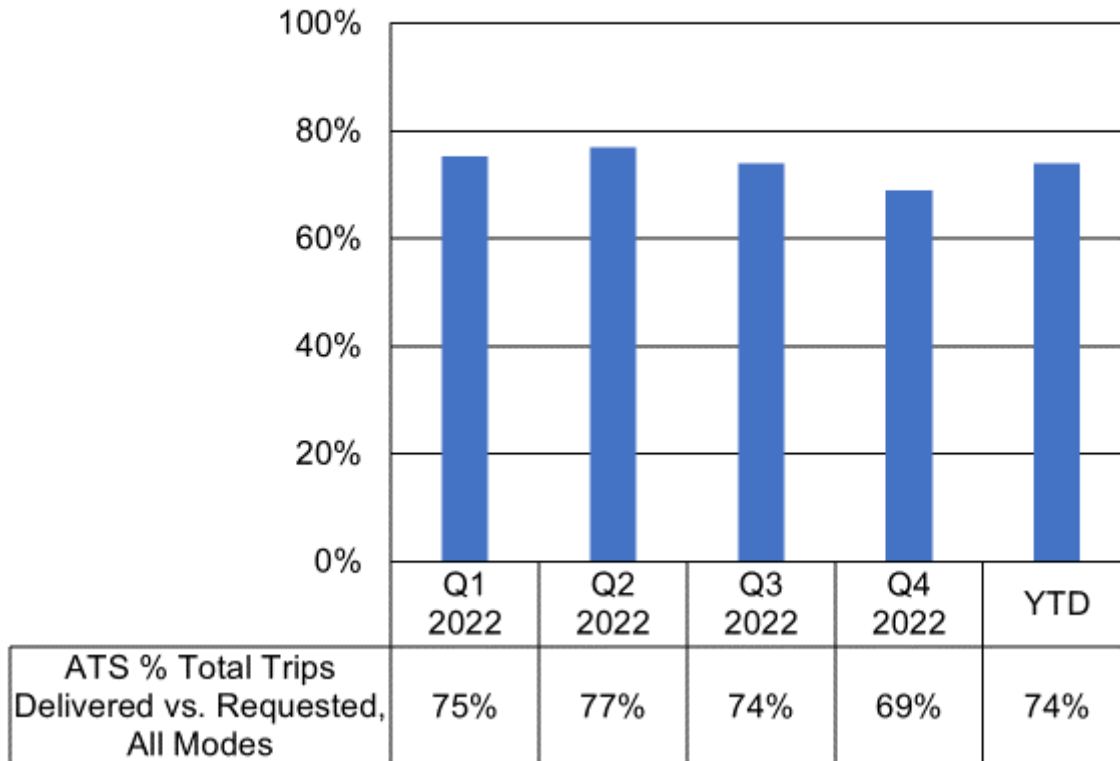


Figure 1: Demand: Count of ATS Trips Delivered versus Requested

Alternate text for Figure 1: The graph in Figure 1 (above) 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 to Q4 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 Figure 1: ATS % Total Trips Delivered vs. Requested, All Modes: Q1 2022, 75 %; Q2 2022, 77 %; Q3 2022, 74%; Q4 2022, 69%; year to date: 74% (see also Table 1 in report).

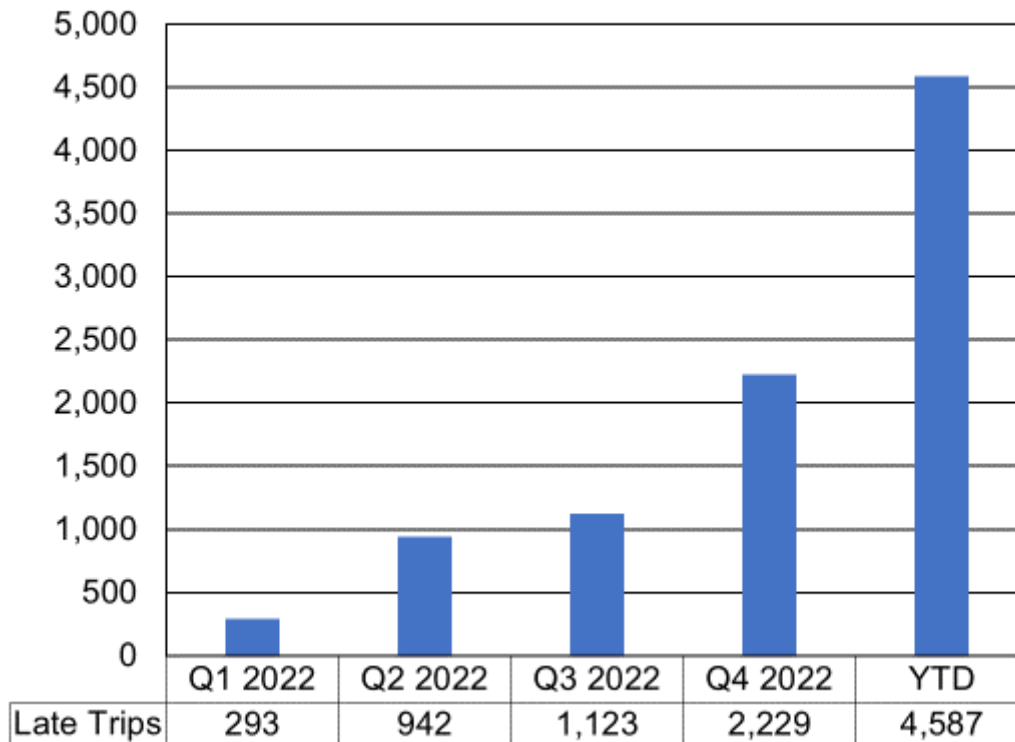
FIGURE 2: DARTS LATE TRIPS

Figure 2: DARTS Late Trips

Alternate text for Figure 2: Figure 2 (above) shows the number of late trips each quarter in 2022, and the 2022 total.

Data for Figure 2: Q1 2022, 293 late trips; Q2 2022, 942 late trips; Q3 2022, 1,123 late trips; Q4 2022, 2,229 late trips; year to date: 4,587 late trips (see also Table 6 in report).

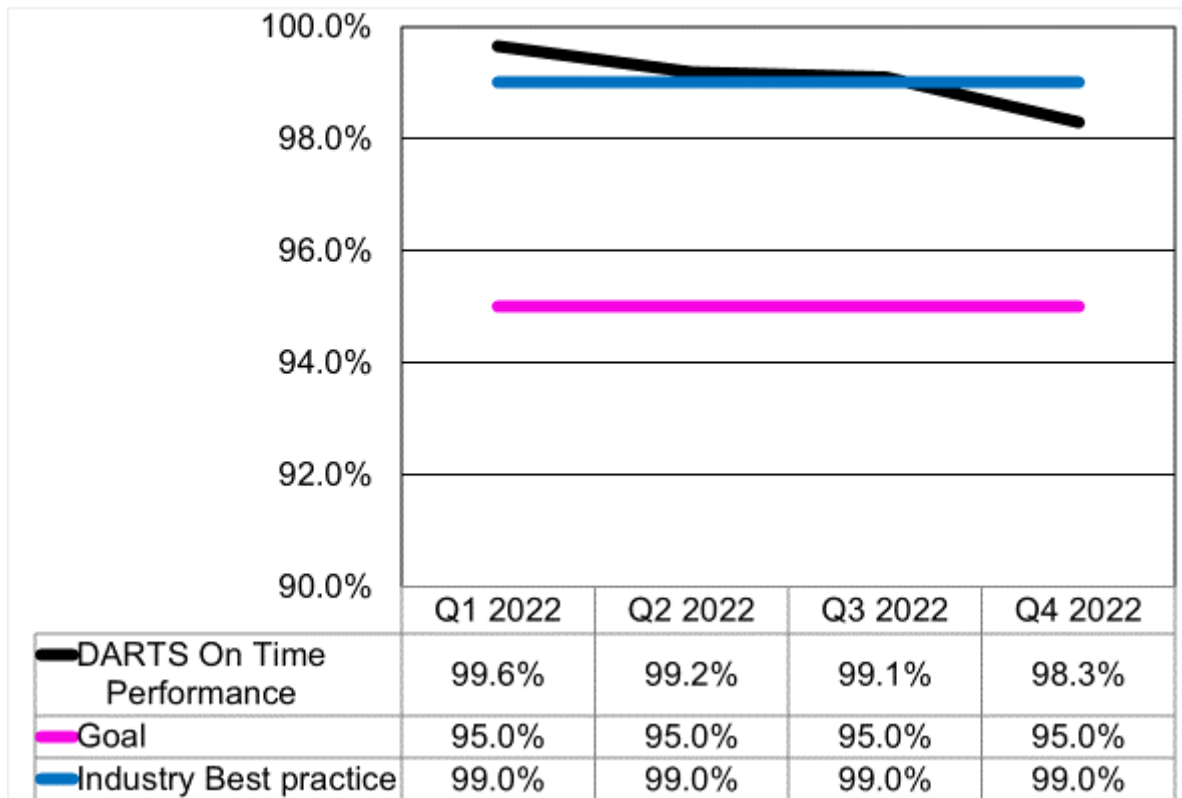
FIGURE 3: DARTS ON TIME PERFORMANCE

Figure 3: DARTS On Time Performance

Alternate text for Figure 3: Figure 3 (above) graphs 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 decrease in DARTS on-time performance from Q1 to Q4 of 2022, still above the OHRC goal of 95% but below the industry standard of 99%.

Data for Figure 3: Q1 2022, 99.7% DARTS on-time performance; Q2 2022, 99.2% DARTS on-time performance; Q3 2022, 99.1% DARTS on-time performance; Q4 2022; 98.3% (see also Table 6 in report).

FIGURE 4: ATS AND DARTS COMMENDATIONS AND COMPLAINTS PER THOUSAND DARTS TRIPS

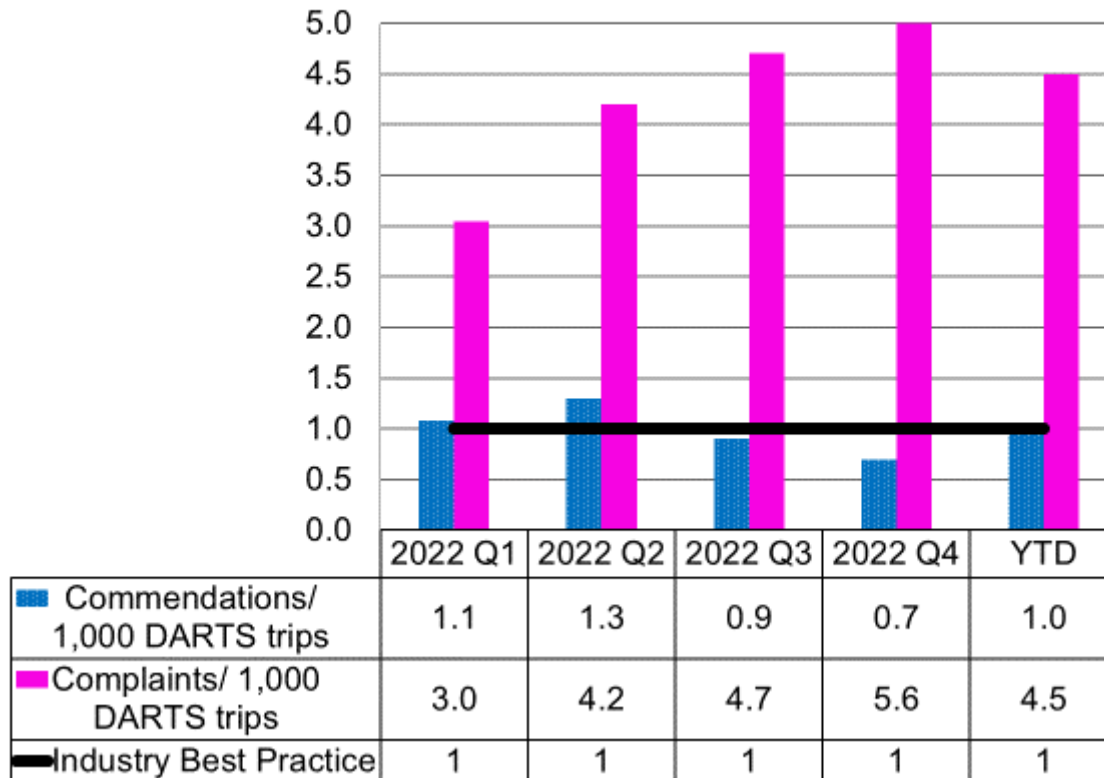


Figure 4: ATS and DARTS Commendations and Complaints per Thousand DARTS Trips.

Alternate text for Figure 4: Figure 4 (above) graphs ATS and DARTS commendations and complaints per thousand trips Q1 to Q4 of 2022, and year-to-date. The clustered vertical columns compare commendations to complaints. The vertical blue columns with white dots 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 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 for 2022, but the industry standard for commendations has been met.

Data for Figure 4: Total commendations per thousand DARTS trips: 2022 Q1, 1.1; 2022 Q2, 1.3; 2022 Q3, 0.9; 2022 Q4, 0.7; year-to-date, 1.0. Total complaints per thousand DARTS trips: 2022 Q1, 3.0; 2022 Q2, 4.2; 2022 Q3, 4.7; 2022 Q4, 5.7; year-to-date, 4.4. See also Tables 7 and 9 in report.



THANK YOU



Built Environment Working Group Meeting Notes
February 7, 2023

Presentation:

Jessica Bowen

Manager, Diversity and Inclusion

Human Resources, City of Hamilton

905-546-2424 ext. 5164

- No information on 2023 Facilities Renovation Projects...annual report forthcoming
- Barrier Free Design Guidelines still a “work in progress”
- Website Complaints process clearer.
- Preventive Maintenance of Facilities under AODA review
- Renovations at 100 King Street include: Accessible all-gender washrooms, accessible Service Counter accessible workspaces with adjustable desktops
- Gage Park Greenhouse renovations deemed AODA compliant (TBD after BEWG site visit)
- Street Furniture Design in consultation with BEWG to be undertaken.

9.1 (a)

- Site visits by BEWG to 100 King and City housing Hamilton 500 McNab to be undertaken to assess accessibility.
- 2023 Facilities construction and renovations list to be provided when available.
- Staff still working on developing standards for sidewalk utility vault covers design.
- Discussion about making motions for staff follow up reports regarding items initially presented to staff, thereby staff will have Council direction to follow up at ACPD.
- Discussion about a culture change with staff so that “doing the right thing” (i.e. exceeding standards) rather than merely meeting AODA obligations
- Finalization of BEWG Outstanding Business List (OBL) to be handed off to Members of next term.

9.3 (a)**Outreach Working Group Meeting Notes**February 21st, 2023

Virtual WebEx Meeting

4:00PM – 6:00PM

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

Also in Attendance: Jocelyn Strutt, Amy Majani

Those Absent: Patty Cameron, Jayne Cardno

Accessibility Awards: Understanding the Context

Municipality	Population	Accessibility Award	Award Recognition
City of Hamilton	776,000	No	Business
City of Burlington	183,314	Yes (2013)	Community Member Community Organization

9.3 (a)

Town of Oakville	213,759	Yes (Community Spirit Award)	
City of Brantford	104,688	Yes	
City of Toronto	2,794,356	Yes	
City of Guelph	143,740	Yes (Access Recognition Award)	
City of Kingston	132,485	Yes	
City of Brampton	656,480	Yes	
City of Calgary	1,306,784	Yes (Advocacy Award)	
City of Edmonton	981,280	Yes (Awards of Excellence – Accessibility)	
Town of Port Moody (BC)	33,551	Yes	
Durham Region	645,862	Yes (for each of the municipalities within the broader region)	
Halton Region	548,435	No	

9.3 (a)

Why an accessibility award?

What is our goal statement/vision for this award? Why?
What do we want to achieve? What is important?

NOTES

Not finding progress in accessibility

Highlight who is making the effort, who is a champion

Raise awareness of accessibility and barrier free actions

How make businesses accessible and drive business

Independence, dignity for the individual

Raise awareness of contributions that persons of disabilities make and contribute to the City

Youth category – school, individuals where it is highlighted

Respect

Contributions

Celebration

Inclusivity

Community

Recognition

9.3 (a)

Vision statement – best place to raise a child and age successfully; includes ALL citizens

Opportunity

Social, civic-minded

Improvement

Barrier free – independence, leave house, do errands, despite any limitations/disability, live life as how you choose; going to restaurant and read a menu (dim light, small print limit accessibility); societal and attitudinal access – broaden community understanding of what issues are;

Education – to what accessibility means

Normalize tools that enhance accessibility; Equalize / leveling playing field

Do it all on my own without having to ask for help -
INDEPENDENCE

Pictograms

High-contrast for pathways to mark dangers

Attitudinal judgement that is levied; judging is felt

Foundational – set the ground work that accessibility is not an afterthought, it is planned and intentional at the outset; be inclusive from the start; shouldn't have to retrofit

9.3 (a)

Mindset of inclusion at the forefront

Cornerstone; ground-breaking initiative to what the future looks like for Hamilton-based abundance of people with different abilities; equity placemat; opportunity to thrive

Examples include:

Oakville: Recognize the outstanding individuals, businesses or organizations who have made significant contribution, beyond legislated requirements, to make Oakville a more inclusive community regardless of visible/invisible disability, race, gender, sexual orientation, income, etc.

Kingston: Recognize a person, group or organization that has made or is making a significant contribution beyond legislated requirements, towards improving access for persons with disabilities in Kingston. (Simple, concise, want to recognize business)

Edmonton: The Awards of Excellence (as though perusing an ideal) will recognize individuals and organizations that together create a city that improves the livability for all (award categories include accessibility, arts, greening the

9.3 (a)

community, etc.) – want to show progression, momentum towards livable

Brampton: The Accessibility Awards is a civic recognition that identifies individuals, businesses, and organizations in the City of Brampton who demonstrate an ongoing commitment to accessibility and inclusion of people with disabilities.

Options

Strive to not only meet, but exceed efforts for accessibility

Award Eligibility

Eligibility	Award Categories
Resident, organization or business in Hamilton	
The achievement should reflect the nominee's positive impact on accessibility in Hamilton	
A Hamilton-based accessibility initiative	
A community or not-for-profit organization operating in Hamilton	Remove
The selection will be based on the information submitted with the nomination	

9.3 (a)

form. Additional information, such as testimonials, videos, pictures, list of additional nominators	
Incomplete and/or late nominations may be accepted at the sole discretion of the selection committee	Remove – firm deadline
Want permission of the nominee	

Award Selection Criteria

Selection Criteria (evaluate the nominations on achievements and contributions made in the following areas/considerations)	Comments
The selection committee will consider the following factors:	Youth Recognition Community Recognition Business Organization
<ul style="list-style-type: none"> The degree to which the initiative demonstrates innovation and creativity in preventing, identifying and removing barriers to accessibility 	Add tangible and intangible barriers Move this to three different criteria?
<ul style="list-style-type: none"> The degree to which the initiative enhances accessibility for persons with disabilities 	Needs to be broader – enhance QOL by way of accessibility for persons with disabilities

9.3 (a)

	Remove because covered in next criteria
<ul style="list-style-type: none"> • The degree to which the initiative enhances / improves the quality of life for persons with disabilities 	
<ul style="list-style-type: none"> • The impact the initiative or individual has on developing and delivering interesting and effective awareness about disability and accessibility issues 	Use leadership language, not champion or ambassador
Providing employment support for persons with disabilities	Reword to be more inclusive and include “employment”, accommodation for needs over time/retention; Initiative to / commitment to hiring, supporting, accommodating and retaining employment for persons with disabilities; work environment is inclusive and accessible
Providing exemplary accessible customer service	Refine wording

9.3 (a)**Award**

Certificate – design by member of the community, with a call out for design, recognize with honorarium for design

Ceremony

- Council meeting
- Seniors Gala, desire to grow award to this level of celebration
- Accessibility Fair
- December 3 – International Day of Persons with Disabilities

Award Budget

Municipality			Award Categories
City of Hamilton			
City of Burlington			
Town of Oakville			
City of Brantford			

9.3 (a)

City of Toronto			
City of Guelph			
City of Kingston			
City of Brampton			
City of Calgary			
City of Edmonton			
Town of Port Moody (BC)			
Durham Region			

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

9.4 (a)

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 councilor for improvement. There are people at the University who could help us formulate this new model.

James: You can't discuss DARTS 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: Wii 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.

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

9.4 (a)

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,

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.

9.4 (a)

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).

9.5 (a)

Strategic Planning Working Group (SPWG)

Meeting Notes

Thursday, February 9, 2023

2 PM until 4 PM

Present: Patty, Jayne, James, Pauline, Tim, Mark, Tom, Aznive

Regrets: Anthony

1. The Darts reports are close to what we used to receive. There is a problem with the format. It would be more accessible friendly if it were all formatted in one single document.

2. Tim said he would develop a motion regarding notetaking accommodation for ACPD. We previously had authorization to use our budget to hire a notetaker however legislative clerks are telling us that we are not allowed to do this. Aznive to give counsellor Tadeson heads up to this potential issue.

3. Our terms of reference identify our needs for the makeup of our committee.

9.5 (a)

4. Aznive will talk to Carrie and Lina to clarify our needs for refreshments. We would like to receive wraps or sandwiches, cookies or doughnuts, and healthier drinks such as water and juices as we used to receive previously.

5. Lengthy discussion about the restructuring of the Health Council. We look forward to clarification from counsellor Tadeson [\[am1\]](#) regarding representation for persons with disabilities. Tim will share his communication from Danko, Tom will share the links to the city, and Mark will share his suggestions for the motion. The motion may be brought forward by Aznive during SPWG update.

6. Motions going to Council no longer request clarification if there is a potential impact on accessibility. We will make a motion to this. Aznive will make counsellor Tadeson aware of this.

7. ACPD should partner with City departments on the production of information brochures clarifying needs of persons with disabilities. These would be brochures related to snow removal, outdoor dining, economic development, recreation, elections, etc.

Note: this will be passed on as a goal for the new ACPD committee for the new term.

9.5 (a)

8. The first session of Visioning better paratransit system happened at the Transportation Working Group (TWG on January 24). The second session will be more structured.

9. There was discussion to dedicate a day for David Onley.

Note: this will be passed on as a goal for the new ACPD committee for the new term.

10. ATS report regarding accommodation for shopping by passengers came before Council again. ATS reports that DARTS is the employer and ATS cannot tell the employer to change the job description. The reasons for denying this accommodation were: it is in collective agreement, it will affect boarding and travel time, it will cause a potential injury to operators, it will interfere with spontaneous rides etc. We should request if there is data regarding aggregate data on injuries to drivers of DARTS.

11. Patty reported there are several dancers in the same building however darts would only transport some of them, not all of them even though they were in the same location going to the same location. Paula will set up a zoom meeting with Patty, Paula and Cathy from DARTS.

Tim described his experience of calling and getting a taxi within five minutes and several members of his family

9.5 (a)

going to an event together and three DARTS buses showed up instead of just one.

11. Meeting adjourned at 5:47 PM.

CITY OF HAMILTON

M O T I O N

**Advisory Committee for Persons with Disabilities:
March 14, 2023**

MOVED BY A. MALLETT.....

SECONDED BY.....

**Reimbursement for the Purchase of Flowers for
Condolences on behalf of the Advisory Committee
for Persons with Disabilities**

That reimbursement to Aznive Mallett for purchasing flowers for condolences on behalf of the Advisory Committee for Persons with Disabilities, be approved as follows:

- (a) \$101.63, including HST, attached as Appendix “A” from Crescent Gardens Floral Ltd., Ridgeway, ON; and
- (b) \$126.50, including HST, attached as Appendix “B” from Fascination Flowers, Hamilton, ON.

Here are the details of your order 157999.
Please do not reply to this e-mail - this is an outbound message only.

For questions, please email crescentgardens@cogeco.net
or call (905) 871-1900 and reference order 157999.

Thank you for shopping at Crescent Gardens!

Crescent Gardens Floral Ltd.
266 Ridge Road North
Ridgeway, ON
L0S 1N0
(905) 871-1900
GST/HST# 701763278-RTOOO1

INVOICE

Invoice No.: 157999
Invoice Date: 12/13/22

Sold To	Deliver To
WILLIAM MALLET [REDACTED]	Carrie McIntosh

Order Date: 12/12/22 Delivery Date: 12/13/22	Ordered By: Sales Clerk: KKE	
-------------------------------------------------	---------------------------------	--------

Merchandise	Quantity	Price
Roses 8 PALE PINK AND 4 WHITE ROSES WRAPPED	1	\$79.95
Enclosure Card Message: SORRY FOR YOU LOSS, THINKING OF YOU IN THIS DIFFICULT TIME. AZNIVE & ACPD	Delivery Charge	\$9.99
	Sub Total	\$89.94
	GST/HST	\$11.69
	TOTAL	\$101.63

PAID BY VISA [REDACTED] **** DO NOT PAY THIS INVOICE ****

This is an outbound-only message. You have received this e-mail from CRESCENT GARDENS in order to better serve you as a loyal customer. If you do not want to receive future e-mails on our specials and offers, [please go here.](#)

[One-Click Unsubscribe](#)

----- Forwarded message -----

From: **Fascination Flowers** <no-reply@floranext.com>

Date: Tue, 7 Mar 2023 at 15:58

Subject: Fascination Flowers: New Order # 100026569

To: Aznive Mallett [REDACTED]

Thank you for your order
from Fascination Flowers!

Order Placed On:
March 7, 2023
#100026569

	Qty	Subtotal
Item	1	CA\$100.00
peach, white and green in vase		
Product ID: takeorder		
Subtotal		CA\$100.00
Delivery Charge		CA\$11.95
Tax		CA\$14.55
Grand Total		CA\$126.50

Order Details

Sender Information

Aznive Mallett
[REDACTED]

[REDACTED]

Delivery To

Kim Manzuk

[REDACTED]

Delivery Date

March 08, 2023

Card Message

Our Sincerest Sympathies Tom will be missed. From Aznive for ACPD

Delivery Type

Delivery

Payment Method

Credit Card

Credit Card Type:

Credit Card Number:

[REDACTED]

Fascination Flowers

1104 Fennell Ave. E, Unit 12 Hamilton ON L8T1R9, 905/527-2881

info@fascinationflowers.com

Canada Tax ID: GST/HST 140369547RT0001
