



City of Hamilton

ADVISORY COMMITTEE FOR PERSONS WITH DISABILITIES AGENDA

Meeting #: 23-012
Date: December 12, 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 November 14, 2023

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5. COMMUNICATIONS

6. DELEGATION REQUESTS

7. DELEGATIONS

8. PRESENTATIONS

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| 8.1 | Accessible Transportation Services Performance Review - Q3, 2023 | 15 |
| 8.2 | Reimagining Neighbourhoods – Residential Zones Project | 37 |
| 8.3 | Adaptive Bike Program (no copy) | |

9. CONSENT ITEMS

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| 9.1 | Built Environment Working Group Update | |
| | a. Built Environment Working Group - Final Outstanding Business List - December 2023 | 69 |
| | b. Built Environment Working Group Meeting Notes - December 5, 2023 | 71 |
| 9.2 | Housing Issues Working Group Update | |
| | a. Housing Issues Working Group Meeting Notes - November 21, 2023 | 75 |
| 9.3 | Outreach Working Group Update | |
| | a. Outreach Working Group Meeting Notes - November 21, 2023 | 79 |
| 9.4 | Transportation Working Group Update | |
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| 9.5 | Strategic Planning Working Group Update (no copy) | |
| 9.6 | Accessible Open Spaces and Parklands Working Group Update (no copy) | |

10. PUBLIC HEARINGS

Members of the public can contact the Clerk's Office to acquire the documents considered at this meeting, in an alternate format.

11. DISCUSSION ITEMS

11.1	2024 Budget Submission	85
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12. MOTIONS

12.1	Correspondence to City Council respecting the HSR Fare Assist Program and the Cancellation of the Temporary No Pay Program and the Temporary Voluntary Pay Program (deferred from November 14, 2023)	89
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13. NOTICES OF MOTION

14. GENERAL INFORMATION / OTHER BUSINESS

15. PRIVATE AND CONFIDENTIAL

16. ADJOURNMENT



Hamilton

**ADVISORY COMMITTEE FOR PERSONS WITH
DISABILITIES**

MINUTES 23-011

4:00 p.m.

Tuesday, November 14, 2023

Room 264, 2nd Floor Hamilton City Hall

71 Main Street West

Present: Councillor M. Tadeson, J. Kemp (Chair),
P. Kilburn (Vice Chair), M. Dent,
L. Dingman, A. Frisina, L. Janosi, T. Murphy,
K. Nolan and T. Nolan

Absent

with Regrets: P. Cameron, J. Cardno, M. McNeil and
R. Semkow

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

- 1. APPOINTMENT OF COMMITTEE CHAIR AND VICE
CHAIR (Item 1)**

(Janosi/Dingman)

- (a) That James Kemp be appointed as Chair of the Advisory Committee for Persons with Disabilities for the remainder of 2023 and 2024, or until the new membership is appointed by Council.

CARRIED**(Murphy/Janosi)**

- (b) That Paula Kilburn be appointed as Vice Chair of the Advisory Committee for Persons with Disabilities for the remainder of 2023 and 2024, or until the new membership is appointed by Council.

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

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

14. GENERAL INFORMATION / OTHER BUSINESS

- 14.1 Introduction of the General Manager of Public Works – **WITHDRAWN**

CHANGES TO THE ORDER OF ITEMS:

- 14.2 Councillor Kroetsch respecting a Motion to Change the Name of the Advisory

Committee for Persons with Disabilities - *To be considered immediately following Item 4.1, Approval of the Minutes of the Previous Meeting.*

(Murphy/Dingman)

That the Agenda for the November 14, 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) October 10, 2023 (Item 4.1)

(Kilburn/Dingman)

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

CARRIED

(d) GENERAL INFORMATION / OTHER BUSINESS (Item 14)

(i) Councillor Kroetsch respecting a Motion to Change the Name of the Advisory Committee

for Persons with Disabilities (Item 14.2)

Councillor Kroetsch was in attendance to update the Committee respecting his intention to introduce a motion to change of the Advisory Committee for Persons with Disabilities to reflect that it is a Sub-Committee.

(Kilburn/Dingman)

That the update from Councillor Kroetsch respecting a Motion to Change the Name of the Advisory Committee for Persons with Disabilities, be received.

CARRIED**(e) STAFF PRESENTATIONS (Item 8)****(i) HSR Fare Assist Program (Item 8.1)**

Nancy Purser, Manager, Transit Support Services, provided the Committee with a presentation respecting the HSR Fare Assist Program, with the aid of a PowerPoint presentation.

(Kilburn/Murphy)

That the presentation Nancy Purser, Manager, Transit Support Services respecting the HSR Fare Assist Program, be received.

CARRIED

**(ii) Safety Concerns respecting City Hall Stairs
(Item 8.2)**

Melissa McGinnis, Facilities Accessibility and Compliance Coordinator, provided the Committee a presentation respecting Safety Concerns respecting City Hall Stairs, with the aid of a PowerPoint presentation.

(Kilburn/Tadeson)

That the presentation from Melissa McGinnis, Facilities Accessibility and Compliance Coordinator respecting Safety Concerns respecting City Hall Stairs, be received.

CARRIED

(f) CONSENT ITEMS (Item 9)

(i) Housing Issues Working Group (Item 9.2)

L. Dingman provided a verbal update respecting Residential Care Facilities.

**(ii) Accessible Open Spaces and Parklands
Working Group Update (Item 9.6)**

T. Nolan provided a verbal update respecting the Accessible Open Spaces and Parklands Working Group.

(Janosi/Kilburn)

That the following Consent Items, be received:

(a) Housing Issues Working Group Update (Item 9.2)

(i) Housing Issues Working Group Meeting Notes
– September 19, 2023 (Item 9.2(a))

(ii) Housing Issues Working Group Meeting Notes
– October 17, 2023 (Item 9.2(b))

(iii) Housing Issues Working Group – Final
Outstanding Business List – November 2023
(Item 9.2(c))

(b) Outreach Working Group Update (Item 9.3)

(i) Outreach Working Group Meetings Notes –
September 19, 2023 (Item 9.3(a))

(ii) Outreach Working Group Meetings Notes –
October 17, 2023 (Item 9.3(b))

(iii) Outreach Working Group – Final Outstanding
Business List – November 2023 (Item 9.3(c))

(c) Accessible Open Spaces and Parkland Working
Group Update (Item 9.6)

CARRIED

(g) DISCUSSION ITEMS (Item 11)**(i) Advisory Committee for Persons with Disabilities 2024 Budget Submission (Item 11.1)****(1) (Dingman/Kilburn)**

That the Advisory Committee for Persons with Disabilities base budget submission, in the amount of \$23,172 be approved and referred to the 2024 budget process for consideration.

J. Kemp relinquished the Chair to P. Kilburn.

(2) (Kemp/Murphy)

That the Advisory Committee for Persons with Disabilities 2024 Budget Submission be deferred until the December 10, 2023, meeting of the Advisory Committee for Persons with Disabilities.

CARRIED

(h) MOTIONS (Item 12)**(i) Correspondence to City Council respecting the HSR Fare Assist Program and the Cancellation of the Temporary No Pay Program and the Temporary Voluntary Pay Program (Item 12.1)****(1) (Kemp/Dingman)**

WHEREAS, the Advisory Committee for Persons with Disabilities has significant concerns regarding the cancellation of the

Temporary No Pay Program and the Temporary Voluntary Pay Program without first addressing several insufficiencies with the current bus design and fare payment options; and

WHEREAS, the Advisory Committee for Persons with Disabilities has prepared correspondence to City Council regarding the HSR Fare Assist Program as well as the cancellation of the Temporary No Pay Program and the Temporary Voluntary Pay Program.

THEREFORE BE IT RESOLVED:

That the Advisory Committee for Persons with Disabilities approve the correspondence respecting the HSR Fare Assist Program and the Cancellation of the Temporary No Pay Program and the Temporary Voluntary Pay Program attached as Appendix "A", for submission to Council.

(2) (T. Nolan/Murphy)

That the motion respecting Correspondence to City Council respecting the HSR Fare Assist Program and the Cancellation of the Temporary No Pay Program and the Temporary Voluntary Pay Program, be deferred until the December 10, 2023, meeting

of the Advisory Committee for Persons with Disabilities.

CARRIED

J. Kemp assumed the Chair.

(i) ADJOURNMENT (Item 16)

(Kilburn/Dingman)

That there being no further business, the Advisory Committee for Persons with Disabilities, be adjourned at 6:06 p.m.

CARRIED

Respectfully submitted,

James Kemp, Chair
Advisory Committee for
Persons with Disabilities

Carrie McIntosh
Legislative Coordinator
Office of the City Clerk

City of Hamilton
Accessible Transportation Services Performance Review
Q3 2023

Michelle Martin
Manager, Accessible Transportation Services
Transit Division
Public Works Department
December 12, 2023

This information report provides a summary of key statistical data and performance indicators for Q3 of 2023 (July to September). 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 Passengers Q1 to Q3 & YTD Q3 2023

DEMAND	Q1 2023	Q2 2023	Q3 2023	YTD 2023
DARTS: Number of Total Trips Requested	192,077	195,723	193,981	581,781
DARTS: Number of Total Trips Delivered	125,547	134,405	130,501	390,453
TAXI SCRIP: Number of Total Trips Delivered	8,233	7,965	8,606	24,804
ATS: Number of Total Trips Requested, All Modes	200,310	203,688	202,587	606,585
ATS: Number of Total Trips Delivered, All Modes	133,780	142,370	139,107	415,257
ATS % Of Total Trips Delivered vs. Requested, All Modes	67%	70%	69%	68%

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

DEMAND BY MODE	Q1 2023 %	Q2 2023 %	Q3 2023 %	YTD 2023
DARTS	96%	96%	96%	96%
TAXI SCRIP	4%	4%	4%	4%
ATS: All Modes	100%	100%	100%	100%

In Q3 2023, ATS delivered a total of 139,107 trips through both DARTS and the Taxi Scrip program.

Demand for specialized trips on DARTS remains the main driver of trips requested and delivered. Taxi Scrip continues to account for just 4% of system trips requested, and 96% of trips requested are for DARTS to date in 2023 (Table 2, above). The total number of requested trips includes client cancellations and no shows. Note: ATS increased the Taxi Scrip program discount from 40% to 60%, effective May 2023 and continuing to August 2023. This has not resulted in an increase in the number

of trips taken that are paid for with Taxi Scrip coupons. The percentage of trips taken through the Taxi Scrip program is lower than 2022, when it was approximately 6%.

For Q3 of 2023, DARTS completed trip counts are at approximately 63% of 2019 numbers for the same period (pre-COVID), and at approximately 91% of budgeted service up to end of Q3.

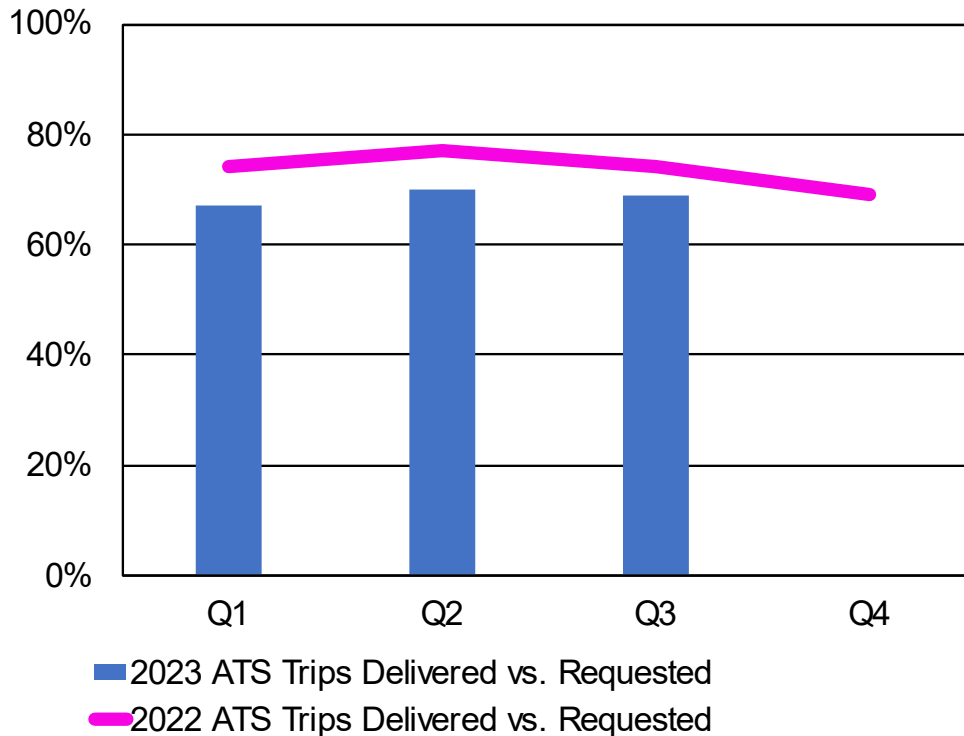


Figure 1: Demand: Count of ATS Trips Delivered versus Requested, All Modes

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 so far in 2023. The pink line graph above the column shows the trend across all of 2022. So far in 2023, the percentage of requested trips delivered is lower than any quarter in 2022. The total number of requested trips also includes trips booked but not taken, i.e., cancelled trips and passenger no show trips (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 2023	Q2 2023	Q3 2023	YTD 2023
ATS Total Number of Trips Requested	200,310	203,688	202,587	606,585
ATS Total Number of Trips Denied	8,754	5,305	4,087	18,146
% of Trips Denied	4.4%	2.6%	2.0%	3.0%

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 while system denial rate remains within the OHRC standard and has decreased from Q1, the rate year to date is still about 1.5% higher than overall denial rate for 2022 and is driven by increased DARTS trip denials by (see Table 4, below).

SPECIALIZED TRANSPORTATION TRIP DISPOSITION

Table 4: Contractor (DARTS) Trip Dispositions

Contractor Trip Dispositions	Q1 2023	Q2 2023	Q3 2023	YTD 2023
Total Trips Requested	192,077	195,723	193,981	581,781
Total Trips Provided	125,547	134,405	130,501	390,453
Total Trips Denied	8,754	5,305	4,087	18,146
% of Total Trips Denied	4.6%	2.7%	2.1%	3.1%

Contractor Denied Trip

A denied trip by the contractor occurs when the client's request, made within the allowable booking windows, cannot be agreed to within one hour of the requested date and time of travel, or an acceptable alternative cannot be found (see Appendix 1, below). On-time performance impacts trip denial rates: a trip that is missed and then rebooked due to a projected late arrival is counted as a denied trip.

Contractor Call Centre

Table 5: Contractor (DARTS) Call Centre Queue Productivity

Queue Productivity	Q1 2023	Q2 2023	Q3 2023	YTD 2023
Inbound Calls	111,404	111,504	109,829	332,737
Calls Handled by Agents	76,284	83,290	80,380	239,954
Calls Abandoned by Clients	35,120	28,214	29,449	92,783
Transfer Rate	68.5%	74.7%	73.2%	72.1%
Abandoned Rate	31.5%	25.3%	26.9%	27.9%
Abandoned > 30 Seconds	30,230	23,677	25,008	78,915
Abandoned > 30 Seconds Rate	27.1%	21.2%	22.8%	23.7%
Service Level	48.94%	52.21%	53.00%	51.38%
Minimum Wait Time	00:00:00	00:00:00	00:00:00	00:00:00
Maximum Wait Time	04:50:18	04:18:00	06:00:55	05:03:04
Average Wait Time	00:07:08	00:06:40	00:06:45	00:06:51
Average Abandoned Wait Time	00:04:05	00:03:36	00:03:53	00:03:51

In response to ACPD feedback following the final 2022 ATS Performance Report, ATS requested DARTS provide call centre data (Table 5, above). The concern expressed by ACPD members was specifically around calls abandoned by clients who are attempting to book trips, which would not be captured in the trip denial rate in Table 3. The service level, which is calculated using the number of calls that are abandoned after the acceptable wait time of five minutes, is at about 50% at the end of

September 2023. It should be noted that the above call centre data also indicates some clients may be having difficulty calling in to cancel trips in a timely manner (see Table 6, below). Call Centre terms are defined in Appendix 1 to this report.

Table 6: Client Trip Disposition - DARTS

Client Trip Disposition	Q1 2023	Q2 2023	Q3 2023	YTD 2023
Total Trips Cancelled On Time	27,257	26,583	28,811	82,651
% of Total Trips Cancelled on Time	14.2%	13.6%	14.9%	14.2%
Total Trips Cancelled Late	24,481	22,937	23,460	70,878
% of Total Trips Cancelled Late	12.7%	11.7%	12.1%	12.2%
Total No Show/Cancelled at Door	5,900	6,397	7,047	19,344
% of Total No Show/Cancelled at Door	3.1%	3.3%	3.6%	3.3%
Total Trips Refused	138	96	75	309
% of Total Trips Refused	0.1%	0.05%	<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. Trips that are cancelled on time provide the opportunity to accommodate any outstanding trip requests or wait list trips in a timely manner.

Table 6 (above) on-time cancellations sit at 14.2% of trips requested on DARTS at the end of Q3 2023. The average on-time cancellation reported by CUTA in 2016 is 20.76% for large systems (agencies that serve a population higher than 150,000) (CUTA Specialized Transit Services Industry Practices Review, 2016), while the industry best practice is an on-time cancellation rate of no more than 10%.

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 pickup time. Late cancellations rarely provide opportunity to accommodate any outstanding trip requests or wait list trips in a timely manner. Table 6 shows the late cancellation rate currently sits at 12.2% as of the end of Q3 2023. The CUTA Specialized Transit Services Industry Practices Review does not provide a statistic for late cancellations.

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 6 shows the no-show rate sits at 3.3% of requested DARTS trips year to date Q3 2023. This is down slightly from 3.5% for 2022 and still lower than the 2016 average of 3.68% for larger systems reported by CUTA, but it exceeds 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). Trapeze experience some delays in building the program; however, these have been resolved and the program is undergoing user acceptance testing with ATS staff. Please note there are circumstances in which ATS would not apply any penalty for a late cancellation or no show. These include illness or hospitalization, or an investigation result showing that DARTS was in error.

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% at the end of Q3.

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, at 99%, on-time performance was consistently better than the target established in the OHRC settlement agreement and sat at the upper end of the industry benchmark. As shown in Table 7 (below), on time performance has improved since Q1, is still within the 2004 OHRC guideline, but still lower than in 2022, at 97.6% year to date. As noted above, DARTS has reported some reasons 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. ATS expects to see the trend of improvement continue as new vehicles are brought into service.

Table 7: Contractor (DARTS) On-Time Performance

Service Metrics	Q1 2023	Q2 2023	Q3 2023	YTD 2023
Total Trips Provided	125,547	134,405	130,501	390,453
Total Number of Late Trips	4,726	2,656	1,895	9,277
% of Trips Completed on Time	96.2%	98.0%	98.5%	97.6%

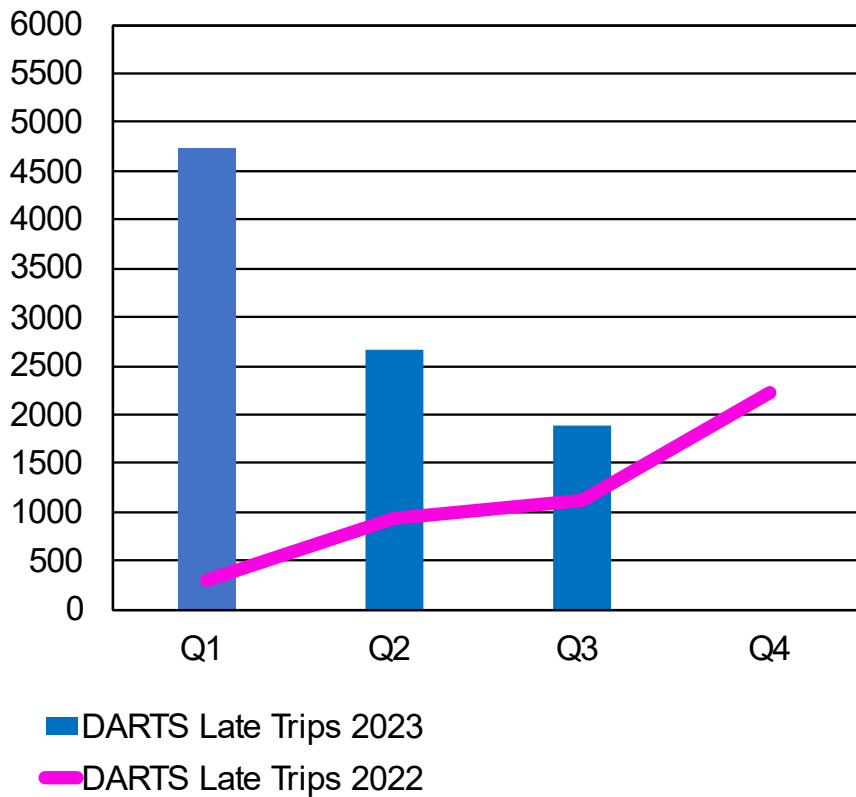


Figure 2: DARTS Late Trips

Alternate text for Figure 2: In Figure 2 (above), the vertical blue columns show the number of late trips to date in 2023, compared to the trend across each quarter in 2022. At 1,895, the number of late trips has decreased from Q1, but is higher than the number reported in Q3 of 2022 (see also Table 7, above).

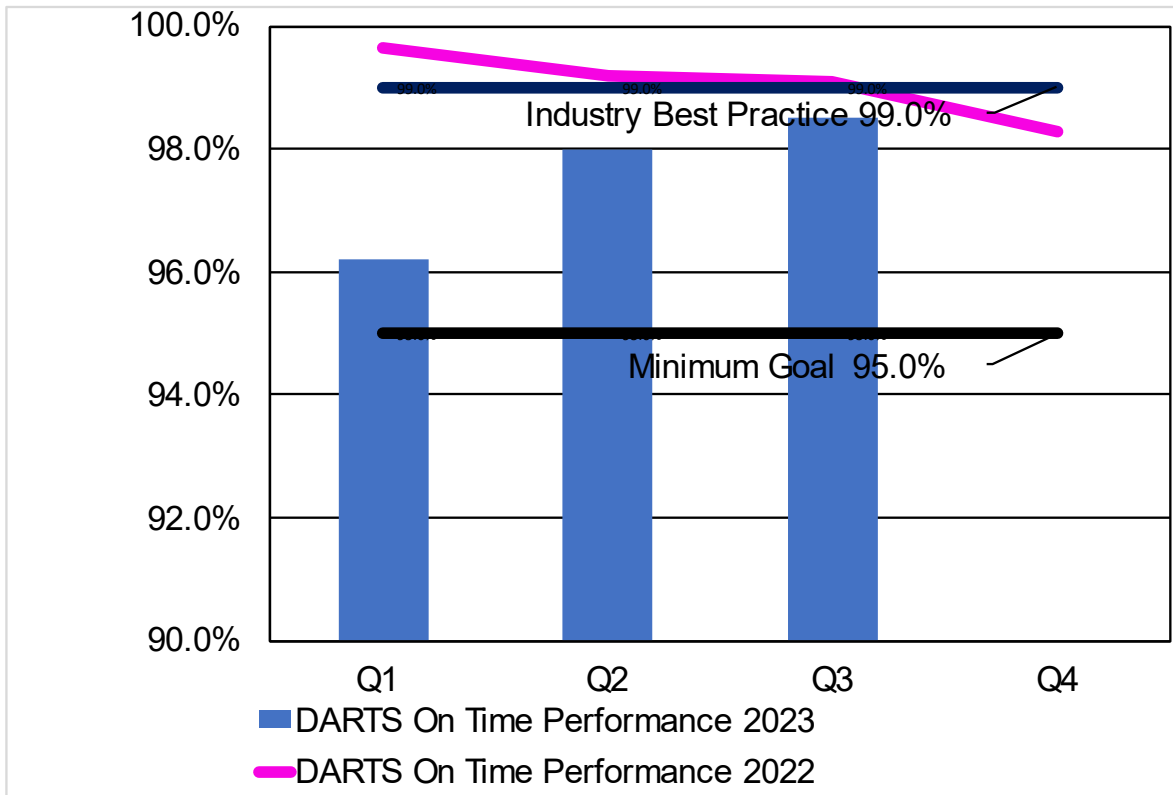


Figure 3: DARTS On Time Performance

Alternate text for Figure 3: Figure 3 (above) graphs DARTS on-time performance. The solid pink line shows the DARTS on-time performance trend across all quarters of 2022. The black line at the 99% level illustrates the industry best practice, and the black line at the 95% level shows the goal as directed by the OHRC in 2004. The pink line shows a decrease in DARTS on-time performance from Q1 to Q4 of 2022 dropping to just over 98%. The vertical blue bars show that at 98.5%, on-time performance in Q3 of 2023 has improved from Q1: it is 3.5% above the OHRC goal of 95% but still below the industry standard of 99% (see also Table 7, above).

COMPLAINTS

Table 8: Complaints per Thousand Trips

Year	Complaints per Thousand ATS Trips, All Modes	ATS and DARTS Complaints per Thousand DARTS Trips
2023 Q1	8.8	9.3
2023 Q2	8.0	8.4
2023 Q3	7.1	7.7
YTD 2023	8.4	8.5

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 8, above. The first column uses the total number of ATS trips provided (where complaints about Taxi Scrip have been included). In Q3 of 2023, there were 6 Taxi Scrip complaints. 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 year-to-date 2023 complaint level per thousand DARTS trips, while improved, is almost nine times the industry best practice (1:1,000) and more than four times the 2016 CUTA average (CUTA Specialized Transit Services Industry Practices Review, 2016).

Table 9: Total Complaints Received by Complaint Type: ATS and DARTS

Complaint Type	Q1 2023	Q2 2023	Q3 2023	YTD 2023
Service Performance	991	1,005	707	2,703
Staff Performance	125	132	134	391
Service Sufficiency	64	150	175	389
TOTAL	1,180	1,137	1,016	3,333

Table 9 (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.

In Table 9, total complaints include all complaints received, including complaints that were found “not valid” following investigation. Complaints about late trips continue to drive total complaints received, with 32% of all complaints classified as pickup/ drop off outside of window.

COMMENDATIONS

Table 10: Commendations per Thousand Trips

Year	Commendations per Thousand ATS Trips, All Modes	ATS and DARTS Commendations per Thousand DARTS Trips
Q1 2023	0.8	0.8
Q2 2023	1.1	1.2
Q3 2023	1.5	1.6
YTD 2023	1.1	1.2

Table 10 (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 Q3 in 2023. The above commendations include commendations for both DARTS and ATS staff.

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 year to date in Q3 sit just above the industry best practice of 1 commendation per thousand trips, and above the 2016 CUTA average (CUTA Specialized Transit Services Industry Practices Review, 2016).

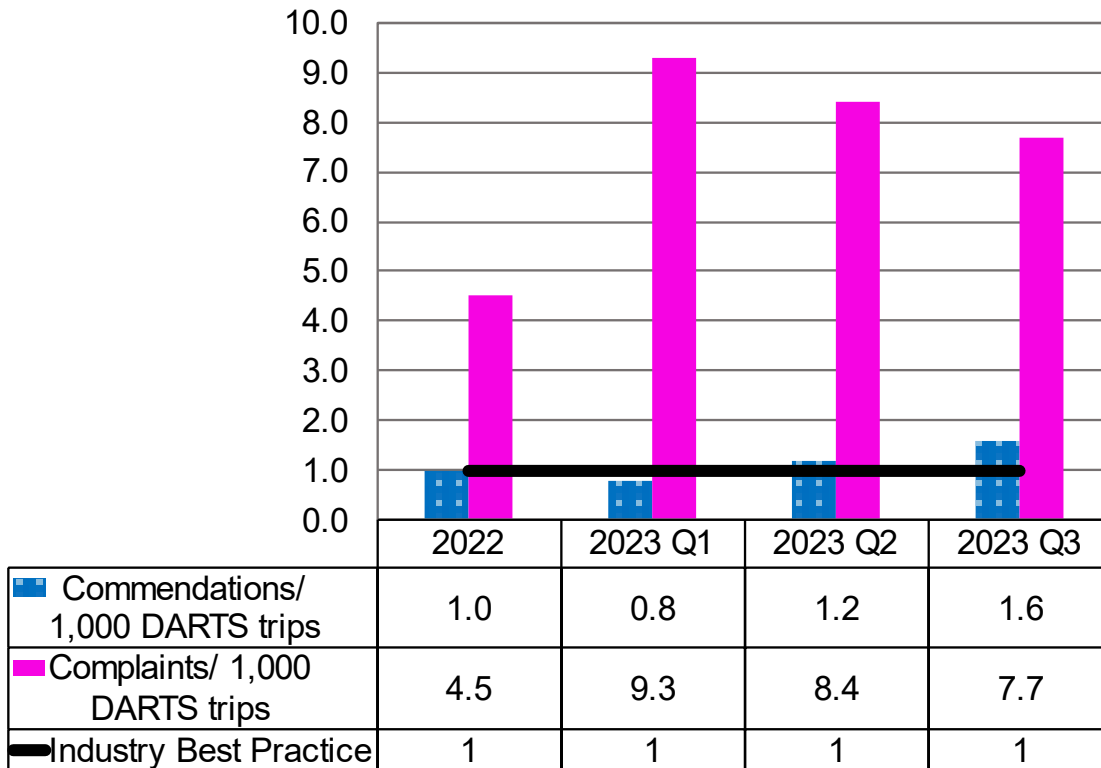


Figure 4: ATS and DARTS Commendations and Complaints per Thousand DARTS Trips.

Alternate text for Figure 4: Figure 4 (above) graphs ATS and DARTS commendations and complaints per thousand trips, comparing the 2022 average with Q1 to Q3 of 2023. 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 shows 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 trend in 2023, though showing improvement, continues at higher than the 2022 rate, which was also higher than the industry standard for complaints. The industry standard for commendations is slightly exceeded, as of Q3 2023. See also Tables 8 and 10, above.

VALIDATED COMPLAINTS FOR DARTS AND DARTS SUBCONTRACTORS**Table 11: Validated Complaints per Thousand Trips for DARTS and DARTS Subcontractors**

Provider	Number of Trips YTD Q3 2023	Number of Validated Complaints YTD Q3 2023	Validated Complaints per Thousand Trips YTD Q3 2023
DARTS	160,051	2780	17.4
VETS	59,222	52	0.9
Hamilton Rising	105,950	124	1.2
City Marvel	63,502	121	1.9
Hamilton Cab	1,728	5	2.9
TOTAL	390,453	3082	7.9

DARTS and subcontractor complaints are processed to DARTS for investigation. Where these complaints are deemed unfounded by DARTS, and if ATS concurs with this outcome, these complaints are not included in the count of validated complaints. Removing 48 complaints against ATS Customer Service (including Taxi Scrip complaints) and excluding unfounded complaints leaves an overall count of 7.9 complaints per thousand trips for the contractor and subcontractors, still almost eight times the industry best practice and just under 4 times the CUTA 2016 average (Table 11, above). Complaints against DARTS also include DARTS reservations, dispatch, scheduling, and on-street service. Complaints against subcontractors include on-street service only. See also Appendix 2 of this report, which provides additional detail as requested by members of the Advisory Committee for Persons with Disabilities on May 9, 2023, following presentation of the Q1 Accessible Transportation Services Performance Report.

To date in 2023, 1,728 trips have been delivered by demand taxi, when appropriate for ATS individual client travel needs, to meet the service standard.

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.

APPENDIX 1 Definition of terms (continued)

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.

Validated complaint: complaint determined to be substantiated based on investigation by the contractor and ATS review/ agreement.

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

Inbound calls: incoming calls entering call system queue.

Calls Handled by Agents: incoming calls transferred to an agent.

Calls Abandoned by Clients: calls for which the caller hung up.

Transfer Rate: rate of incoming calls transferred to an agent, as a percentage of calls queued.

Abandoned Rate: rate of calls abandoned, as a percentage of calls queued.

Minimum Wait Time: the shortest amount of time before call was transferred to an agent.

Maximum Wait Time: the longest amount of time before a call was transferred to an agent.

Service Level: calculated as $[\text{calls transferred within 5 minutes}] / ([\text{calls transferred}] + [\text{calls abandoned after 5 minutes}]) * 100$

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).

APPENDIX 2 Validated Complaints YTD Q3 2023: Detail

SERVICE PROVIDER	COUNT
ATS Customer Service	48
ERROR ADDR/DATE	2
FARES	1
MISCELLANEOUS	11
POLICIES	2
STAFF CONDUCT/SERV	1
TAXI SCRIP	31
City Marvel	121
ACCIDENTS	1
DAMAGED PROPERTY	1
DRIVING HABITS	26
ERROR ADDR/DATE	30
FARES	7
INJURED PASSENGER	5
NO DOOR TO DOOR	14
NOSHOW	8
POLICIES	1
STAFF CONDUCT/SERV	19
TRIP MISSED	5
VEHICLE CONDITION	4
DARTS Dispatch	188
CAN'T BOOK SAME DAY	3
ERROR ADDR/DATE	37
MISCELLANEOUS	2
ONHOLD/CAN'T CONNECT	84
PU/DO OUTSD WINDOW	3
STAFF CONDUCT/SERV	34
TIME CHANGE	8
TRIP MISSED	11
TRIP TRANSFER	3
CR WAIT TIME	3
DARTS On Street	W
ACCIDENTS	3
DAMAGED PROPERTY	4
DRIVING HABITS	18
ERROR ADDR/DATE	45
FARES	5
INJURED PASSENGER	16
MISCELLANEOUS	1
NO DOOR TO DOOR	10
NOSHOW	11
POLICIES	2
STAFF CONDUCT/SERV	48
TRIP MISSED	13
VEHICLE CONDITION	5

APPENDIX 2 Validated Complaints YTD Q3 2023: Detail (continued)

SERVICE PROVIDER	COUNT
DARTS Reservations	358
CAN'T BOOK REQD TIME	55
ERROR ADDR/DATE	65
FARES	1
ONHOLD/CAN'T CONNECT	204
STAFF CONDUCT/SERV	15
TRIP NOTIFICATION	18
DARTS Scheduling	2053
ERROR ADDR/DATE	81
MISCELLANEOUS	3
NOSHOW	1
PU/DO OUTSD WINDOW	1260
SCHED ON BOARD TIME	174
SUBSCRIPTIONS	10
TIME CHANGE	4
TRIP MISSED	202
WAITING LIST	318
Hamilton Rising	124
DRIVING HABITS	23
ERROR ADDR/DATE	26
FARES	6
INJURED PASSENGER	2
MISCELLANEOUS	4
NO DOOR TO DOOR	7
NOSHOW	11
POLICIES	2
PU/DO OUTSD WINDOW	2
STAFF CONDUCT/SERV	27
TRIP MISSED	11
VEHICLE CONDITION	3
TAXI	5
ERROR ADDR/DATE	1
NO DOOR TO DOOR	2
STAFF CONDUCT/SERV	1
TRIP MISSED	1

APPENDIX 2 Validated Complaints YTD Q3 2023: Detail (continued)

SERVICE PROVIDER	COUNT
VETS	52
ACCIDENTS	1
DRIVING HABITS	10
ERROR ADDR/DATE	7
FARES	5
INJURED PASSENGER	1
NO DOOR TO DOOR	7
NOSHOW	2
POLICIES	1
PU/DO OUTSD WINDOW	1
STAFF CONDUCT/SERV	14
TRIP MISSED	3
Grand Total	3130

Slide 1



ACCESSIBLE TRANSPORTATION SERVICES
PERFORMANCE REVIEW
Q3 2023

ADVISORY COMMITTEE FOR PERSONS WITH DISABILITIES
DECEMBER 12, 2023

PUBLIC WORKS DEPARTMENT
TRANSIT DIVISION

Slide 1 image description:

City of Hamilton logo; title, Accessible Transportation Services Performance Review Q3 2023, Advisory Committee for Persons with Disabilities, December 12, 2023; Public Works Department, Transit Division.

Slide 2

FIGURE 1: DEMAND: COUNT OF ATS TRIPS DELIVERED vs REQUESTED, ALL MODES

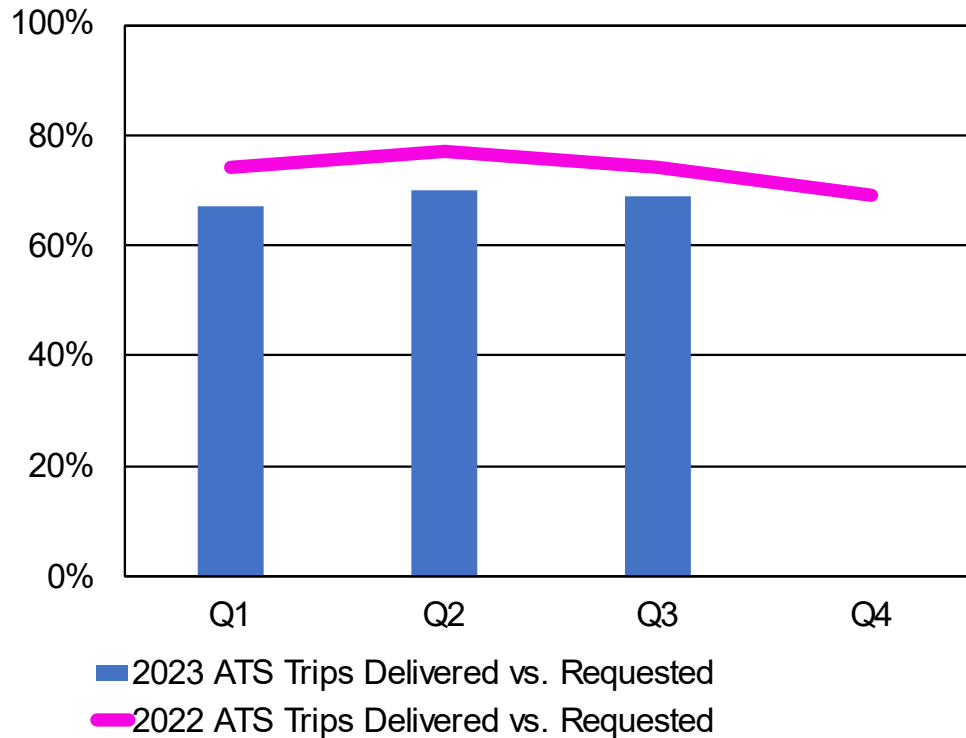
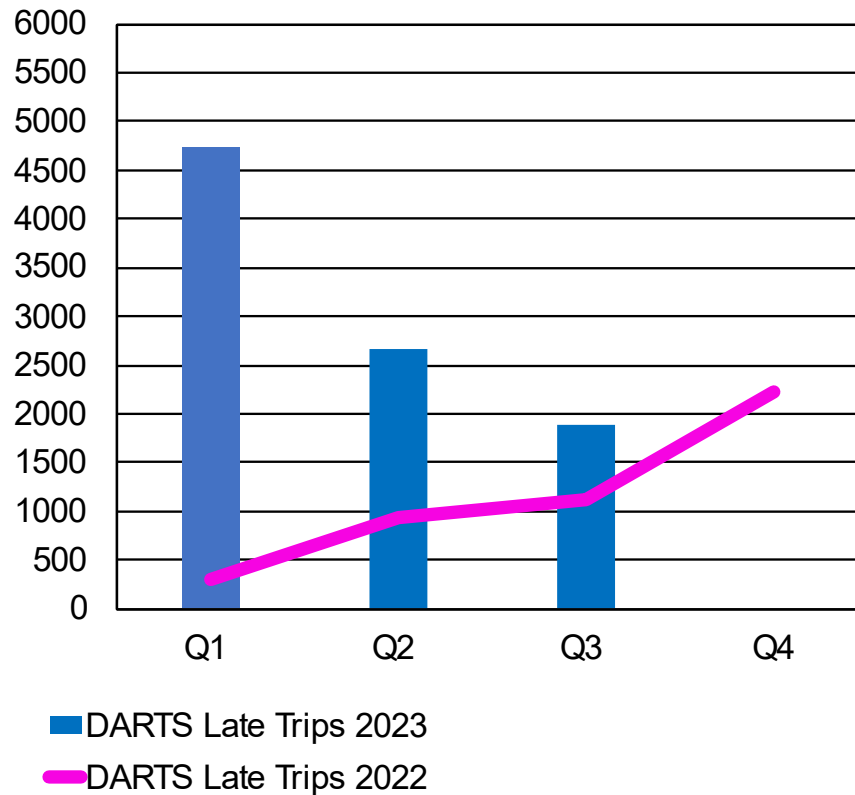


Figure 1: Demand: Count of ATS Trips Delivered versus Requested

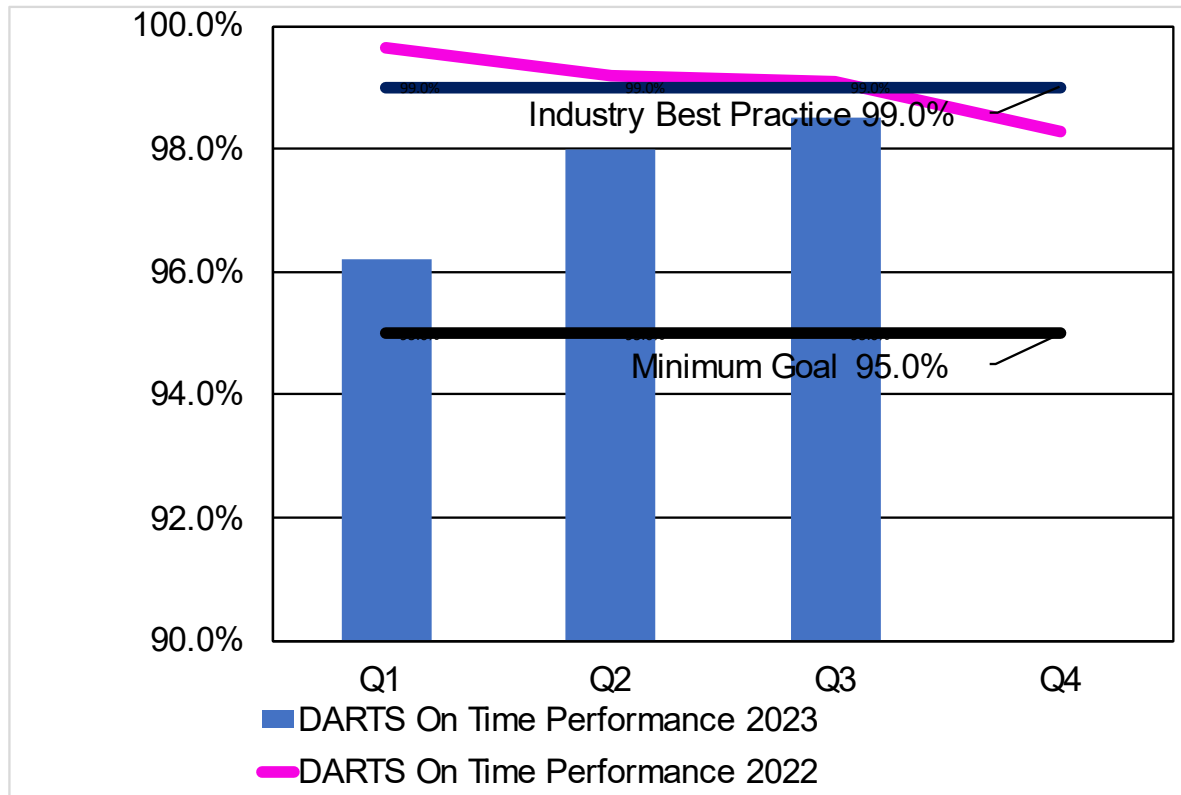
Alternate text for Figure 1: The graph in Figure 1 (above) compares total ATS trips requested to total number of ATS trips delivered for both DARTS and Taxi Scrip (i.e., all modes). The blue vertical columns show the percentage of trips provided out of the total number of trips requested so far in 2023. The pink line graph above the column shows the trend across all of 2022. So far in 2023, the percentage of requested trips delivered is lower than any quarter in 2022. The total number of requested trips also includes trips booked but not taken, i.e., cancelled trips and passenger no show trips (see also Table 1 in report).

Slide 3

FIGURE 2: DARTS LATE TRIPS**Figure 2: DARTS Late Trips**

Alternate text for Figure 2: In Figure 2 (above), the vertical blue columns show the number of late trips to date in 2023, compared to the trend across each quarter in 2022. At 1,895, the number of late trips has decreased from Q1, but is higher than the number reported in Q3 of 2022 (see also Table 7 in report).

Slide 4

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 pink line shows the DARTS on-time performance trend across all quarters of 2022. The black line at the 99% level illustrates the industry best practice, and the black line at the 95% level shows the goal as directed by the OHRC in 2004. The pink line shows a decrease in DARTS on-time performance from Q1 to Q4 of 2022 dropping to just over 98%. The vertical blue bars show that at 98.5%, on-time performance in Q3 of 2023 has improved from Q1: it is 3.5% above the OHRC goal of 95% but still below the industry standard of 99% (see also Table 7 in report).

Slide 5

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

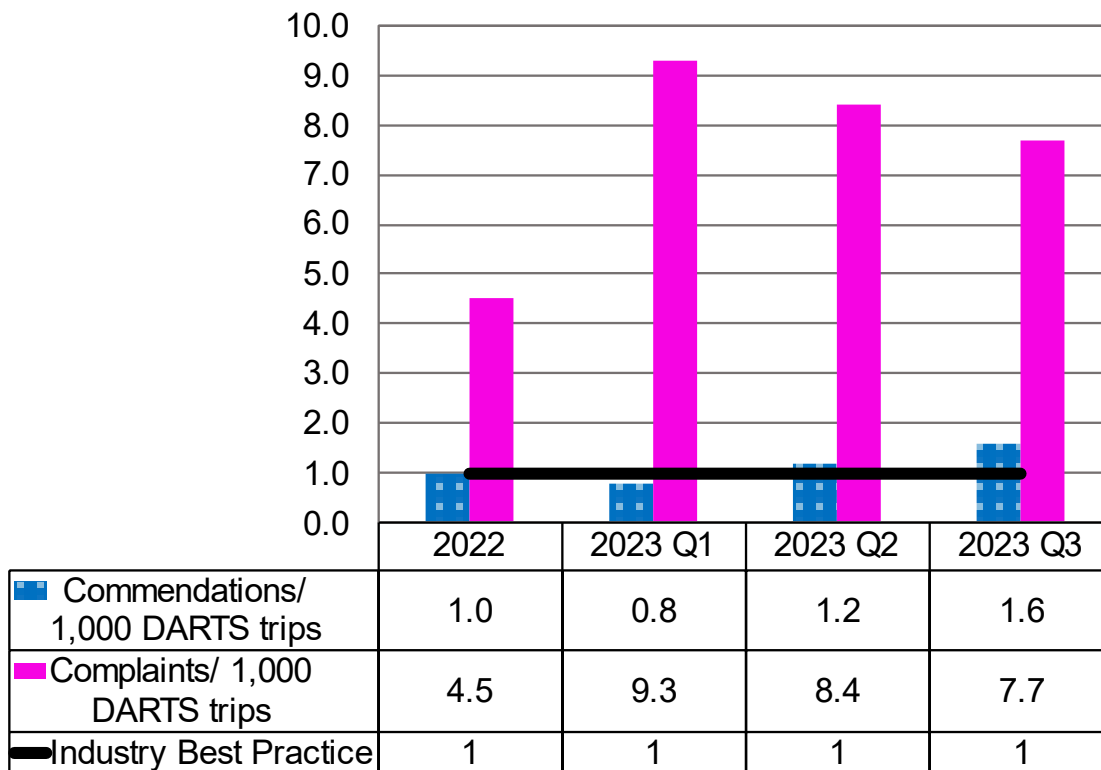


Figure 4: ATS and DARTS Commendations and Complaints per Thousand DARTS Trips.

Alternate text for Figure 4: Figure 4 (above) graphs ATS and DARTS commendations and complaints per thousand trips, comparing the 2022 average with Q1 to Q3 of 2023. 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 shows 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 trend in 2023, though showing improvement, continues at higher than the 2022 rate, which was also higher than the industry standard for complaints. The industry standard for commendations is slightly exceeded, as of Q3 2023. See also Tables 8 and 10 in report.

Slide 6



THANK YOU



Slide 6 description: Thank You.

REIMAGINING NEIGHBOURHOODS



Official Plan Review



CULTURAL HERITAGE



URBAN STRUCTURE



CLIMATE RELATED



GROWTH MANAGEMENT



PROVINCIAL PLANS



TRANSPORTATION



INFRASTRUCTURE

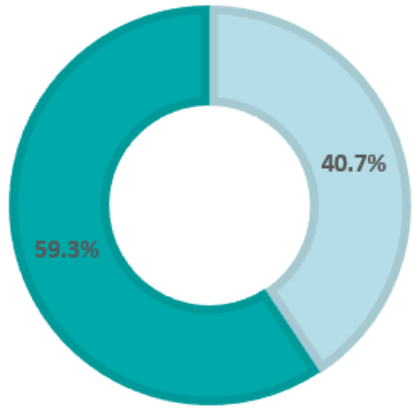


EMPLOYMENT



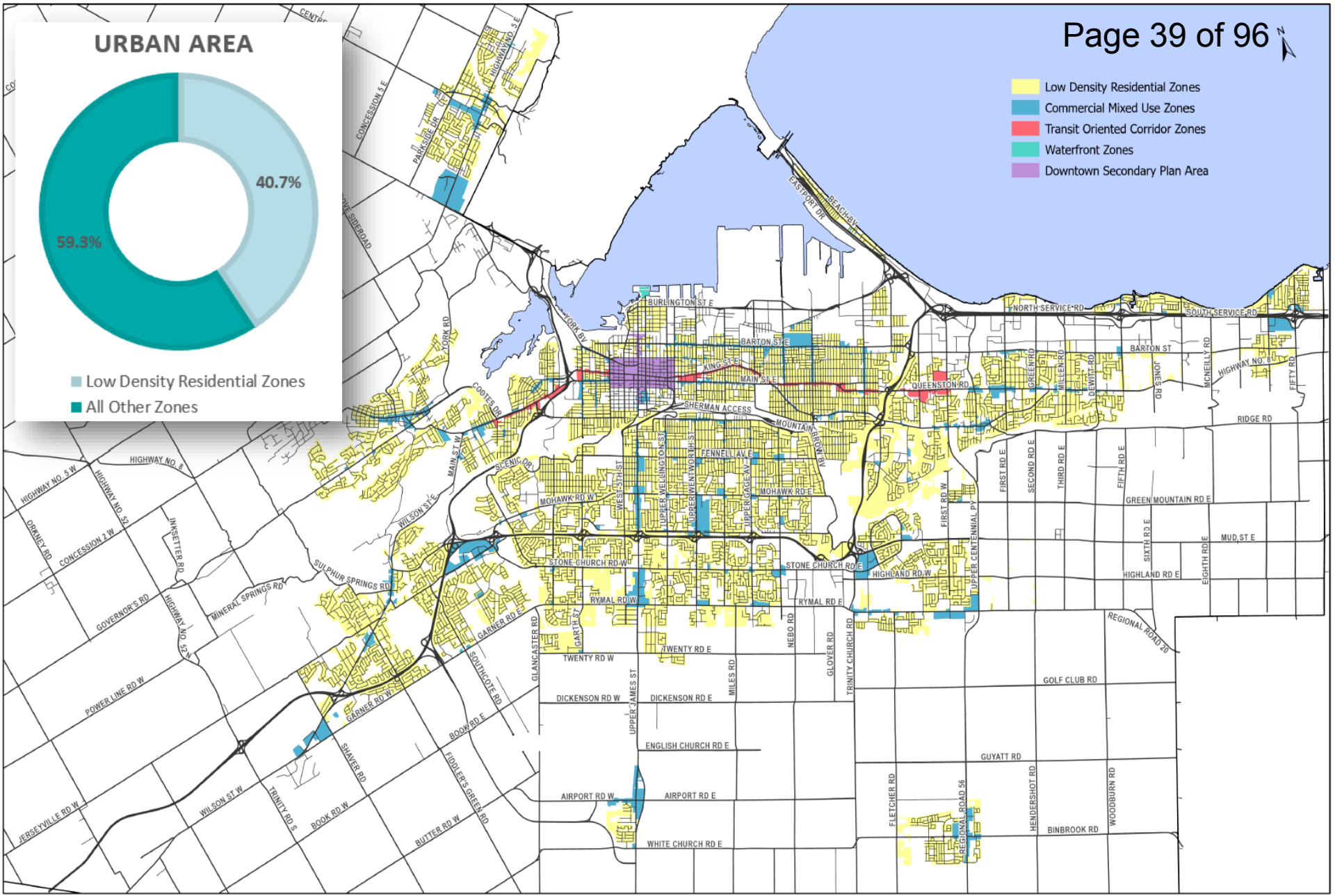
HOUSING

URBAN AREA

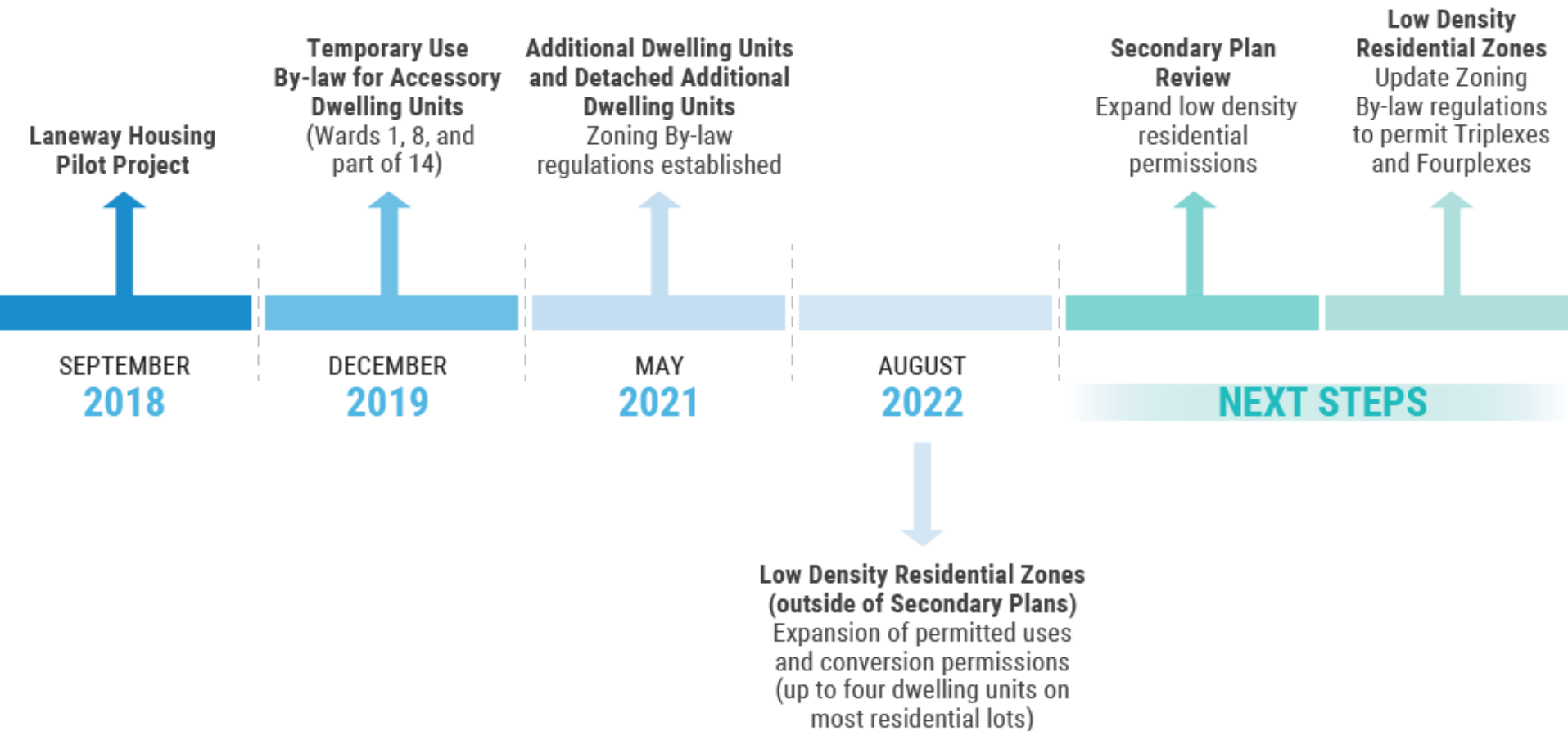


■ Low Density Residential Zones
 ■ All Other Zones

- Low Density Residential Zones
- Commercial Mixed Use Zones
- Transit Oriented Corridor Zones
- Waterfront Zones
- Downtown Secondary Plan Area



An Incremental Approach to Small-Scale Intensification



Providing Housing Choice in Hamilton's Neighbourhoods

- The City's Zoning By-laws have been amended to:
 - **Expand the uses permitted** within Low Density Residential (LDR) Zones;
 - Permit the **conversion** of existing dwellings to contain up to 3 **Additional Dwelling Units**; and,
 - Permit **Detached Additional Dwelling Units** on residential properties.
- The changes allow up to **4 dwelling units** on most low density residential properties.



Single Detached and
Duplex Dwellings

Semi-detached
Dwellings

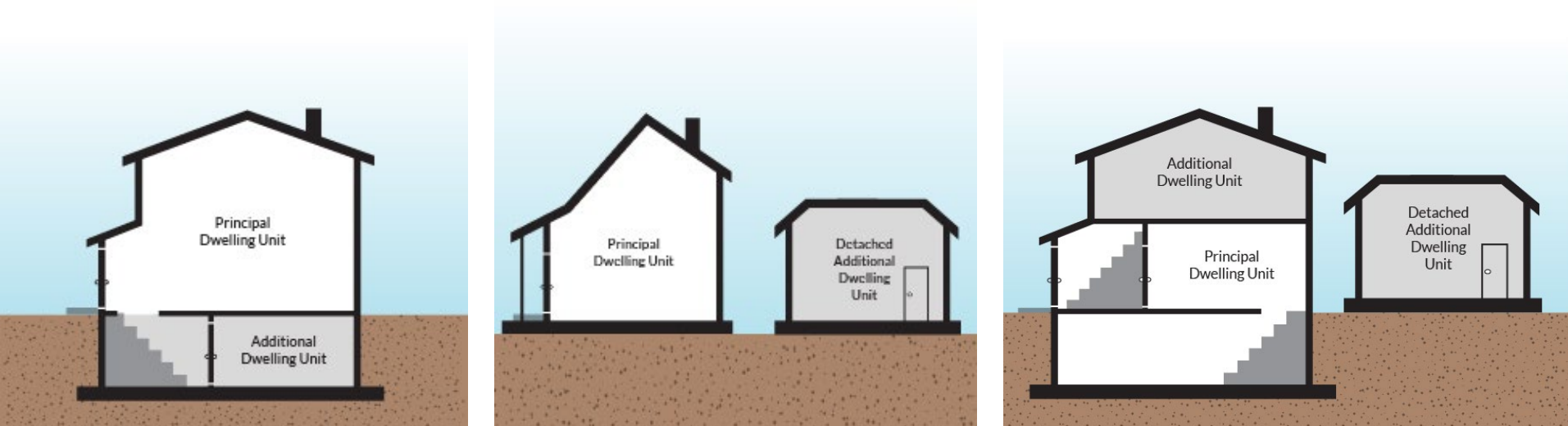
Street Townhouse

Additional Dwelling Units

Detached Additional Dwelling Units

Introduced in May 2021

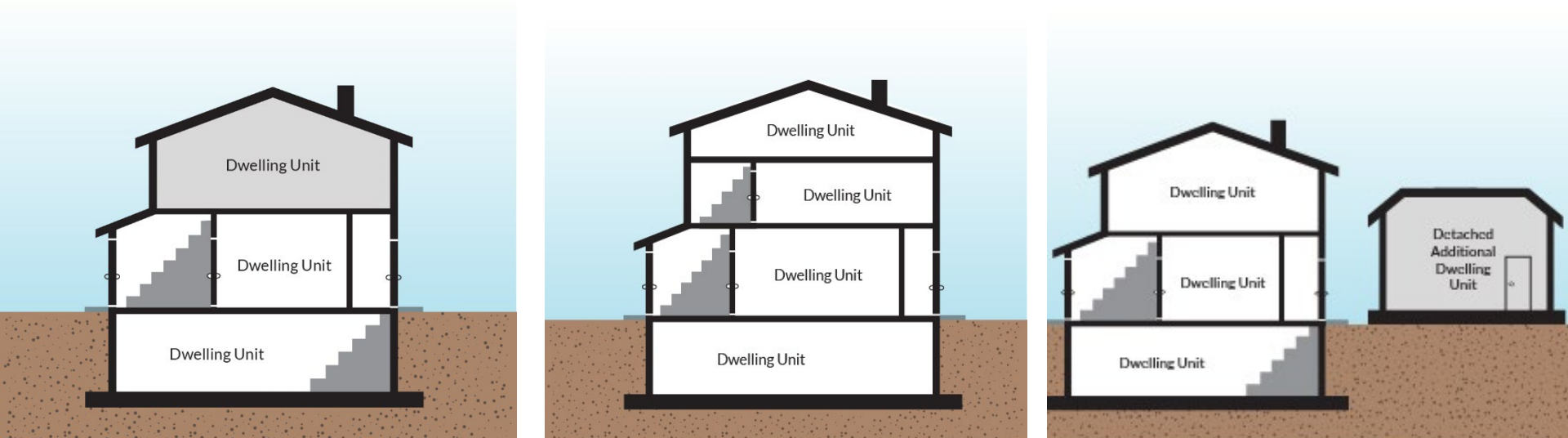
- Additional Dwelling Unit (Secondary Dwelling Unit) permitted in both the Urban and Rural Areas; and,
- Detached Additional Dwelling Units permitted in the Urban Area.



Converted Dwellings

Introduced in August 2022 (in effect as of November 2022)

Introduced to the Urban Area, permitting an **existing** Single Detached or Duplex Dwelling to convert to contain up to four dwelling units on the lot.



Providing Housing Choice in Hamilton's Neighbourhoods

Removes the barriers of exclusionary zoning which restricts the types of housing permitted in neighbourhoods.



Promotes sustainable growth that makes use of existing infrastructure and services.

Provides housing choice and more affordable housing options for residents

Provides more housing options for residents at various stages of life.



Single Detached and Duplex Dwellings

Semi-detached Dwellings

Triplex

Fourplex

Street Townhouse

Mid Rise Residential Zones

**REIMAGINING
NEIGHBOURHOODS**



Proposed Mid Rise Residential Zones

- Flexibility for residents by improving housing choices.
- Providing opportunities for intensification by allowing a broader range of housing types on the periphery of neighbourhoods across the City.
- Provides for a transition between Low Density Residential and more intense uses (High Density Residential, Commercial, etc.)

Within the City's existing neighbourhoods, more people can be accommodated by providing a greater mix of housing options.

This improves the housing choice and more affordable housing options for residents.



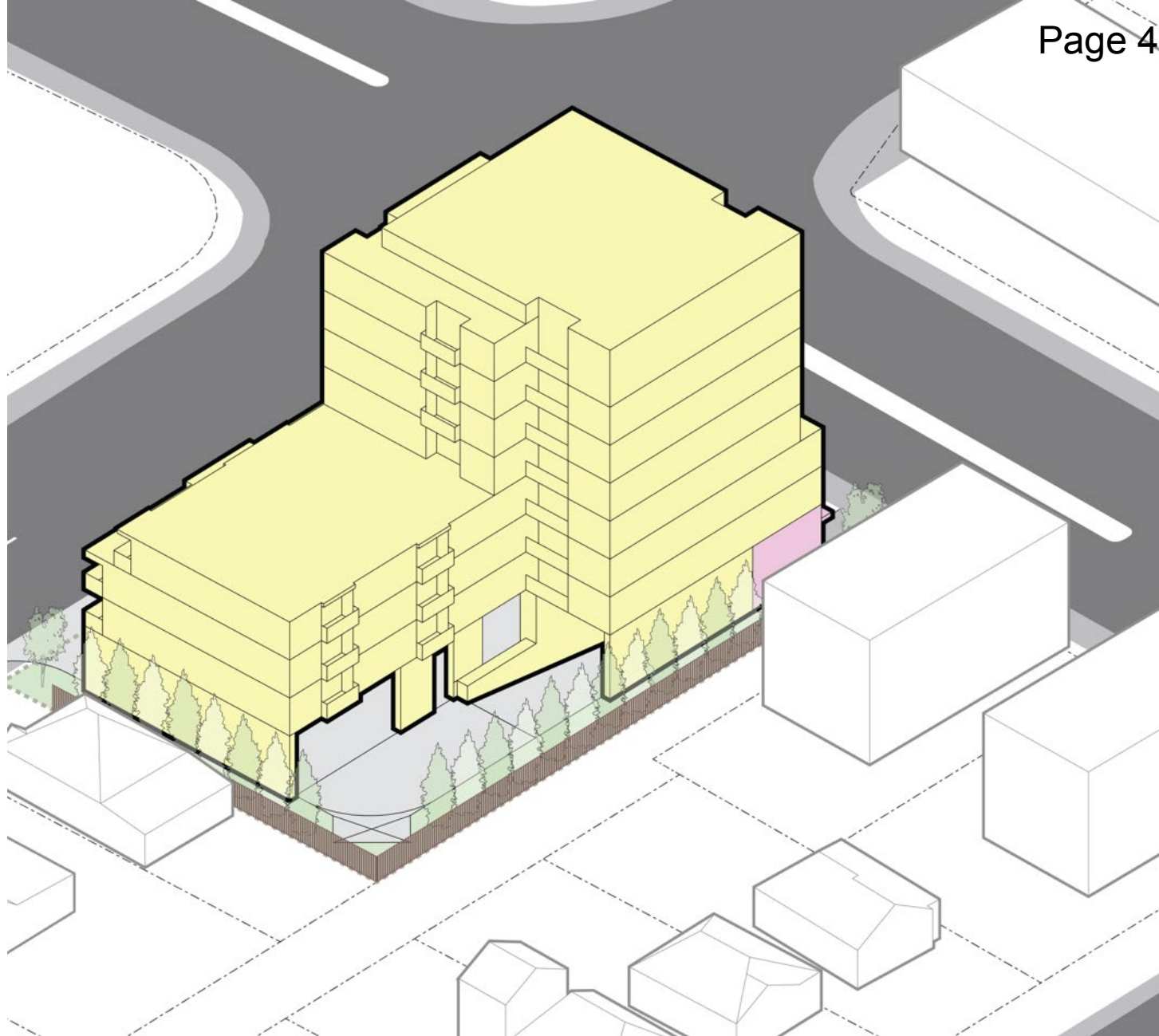
Proposed Mid Rise Residential Zones

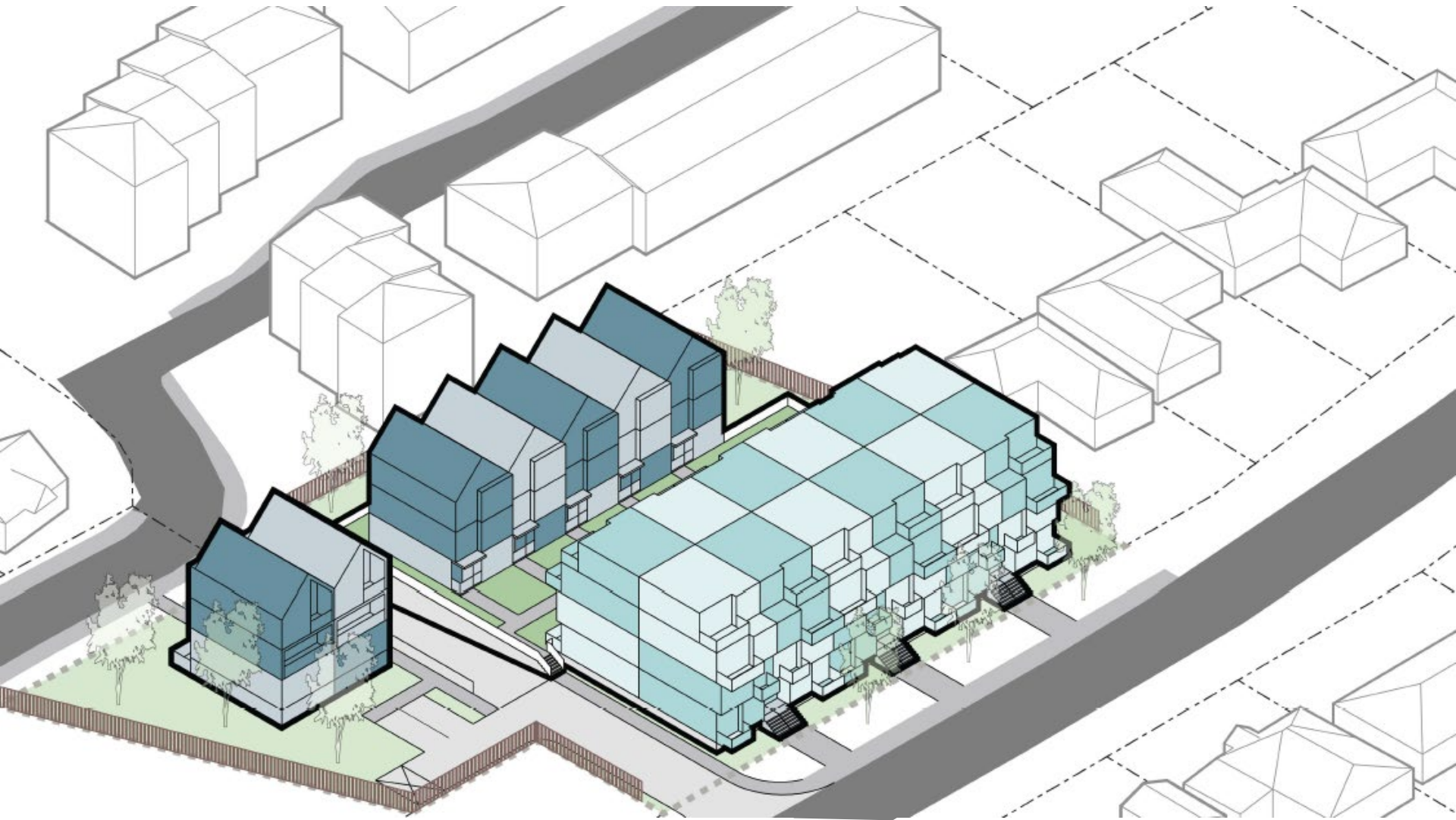
- Mid Rise Residential (R3) Zone
 - Applied to arterial roads, at intersections, larger lots;
 - Maximum building height – 44 metres (12 storeys) with implementation criteria; and,
 - Ground floor commercial uses permitted.
- Mid Rise Residential – Small Lot (R3a) Zone
 - Typically applied along arterial roads in proximity to low density residential;
 - Acts as a transition to low density residential;
 - Maximum building height – 22 metres (6 storeys); and,
 - Ground floor commercial uses not permitted.

Proposed Mid Rise Residential Zones

- Summary of Zone Provisions
 - Maximum building height;
 - Scaling interior side yard setback relative to height;
 - Scaling setback relative to height;
 - Considered amenity area and minimum landscaped area requirements;
 - Location and appropriateness of ground floor commercial; and,
 - Implementation of City-Wide Parking Study.





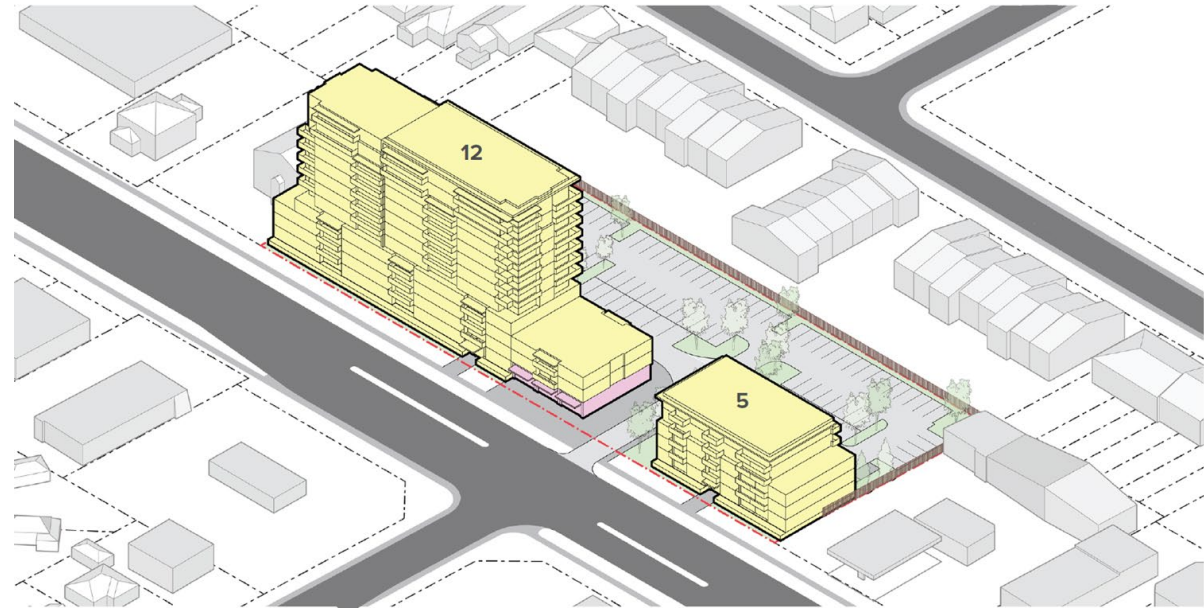


Transit Oriented Corridor + Zoning



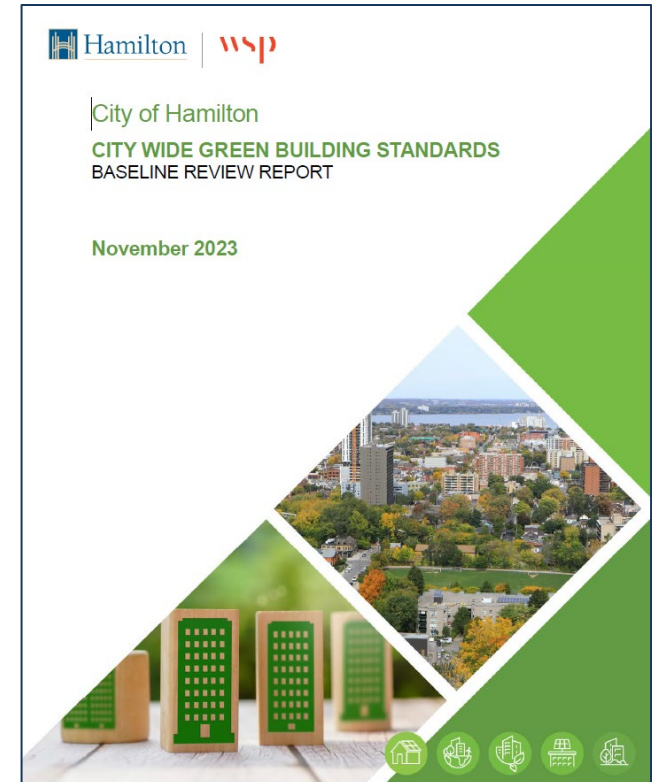
Transit Oriented Corridor + Zoning

- Application of the TOC Zones on the City's BLAST Network.
- Consideration given to the designation and the local context.
- Create a comprehensive network of intensification opportunities.

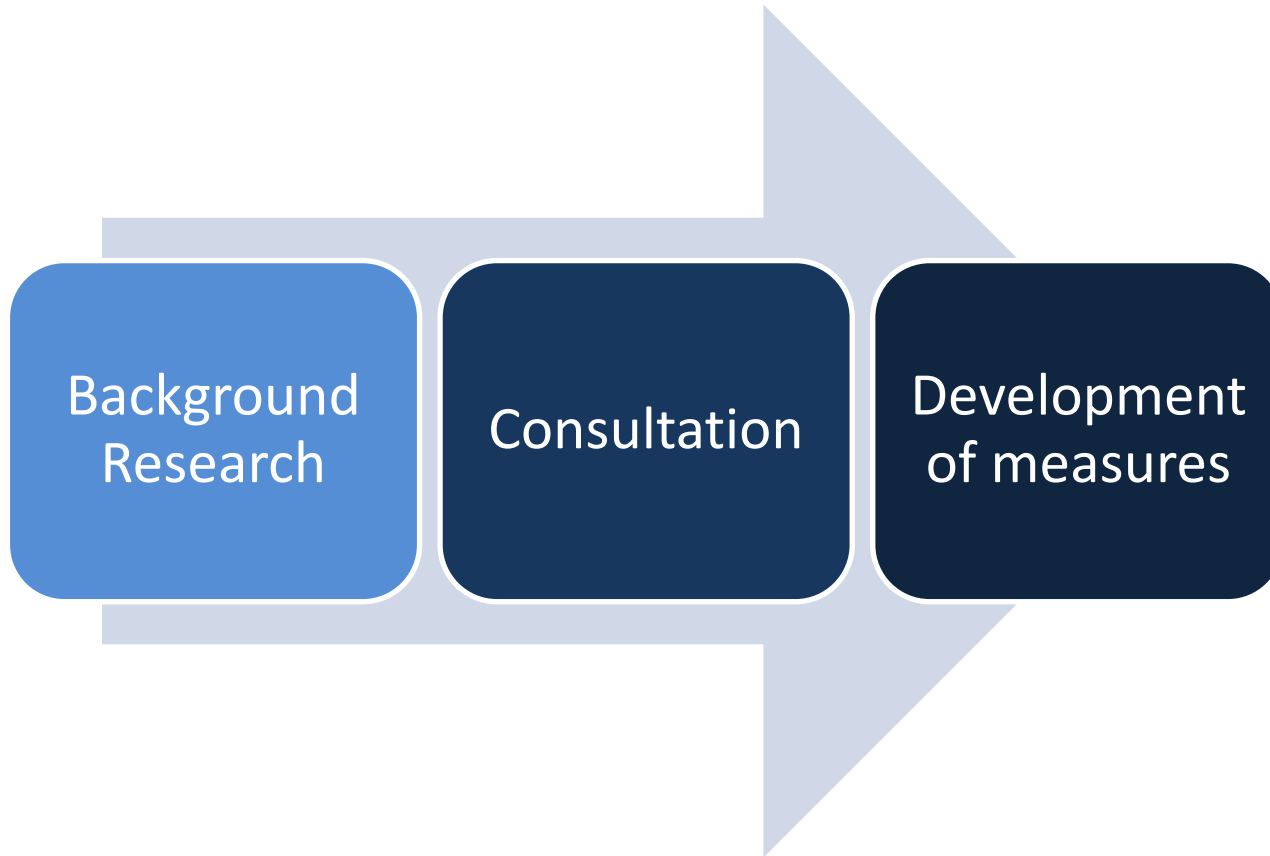


Green Building Standards

- Will apply to residential, commercial, institutional and industrial.
- To evaluate development applications through the lens of sustainability, energy and climate resilience.



Green Building Standards



Neighbourhood Infill Design Guidelines

**REIMAGINING
NEIGHBOURHOODS**





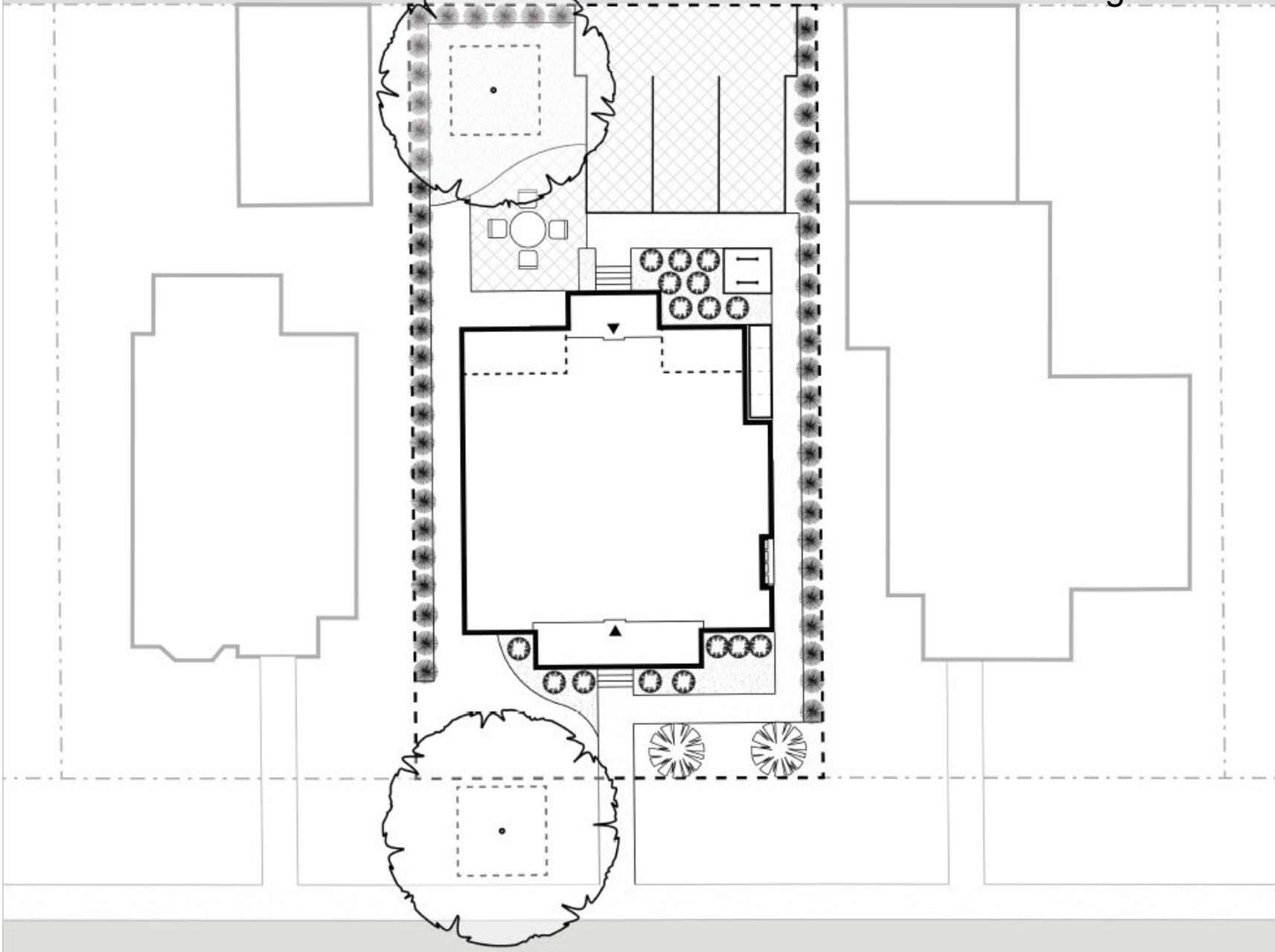
Purpose of the Neighbourhood Infill Design Guidelines

- Intended for purpose-built triplexes, fourplexes, and applications for fiveplexes and sixplexes (multiplexes).
- The guidelines are intended to guide the creation and evaluation of multiplex development in neighbourhoods to promote high quality design adapted to complement the existing streetscape.
- The guidelines will be used by planners in the evaluation of applications for infill development and by architects and designers working on multiplex proposals.

Guidelines – Landscaping, Amenity Area

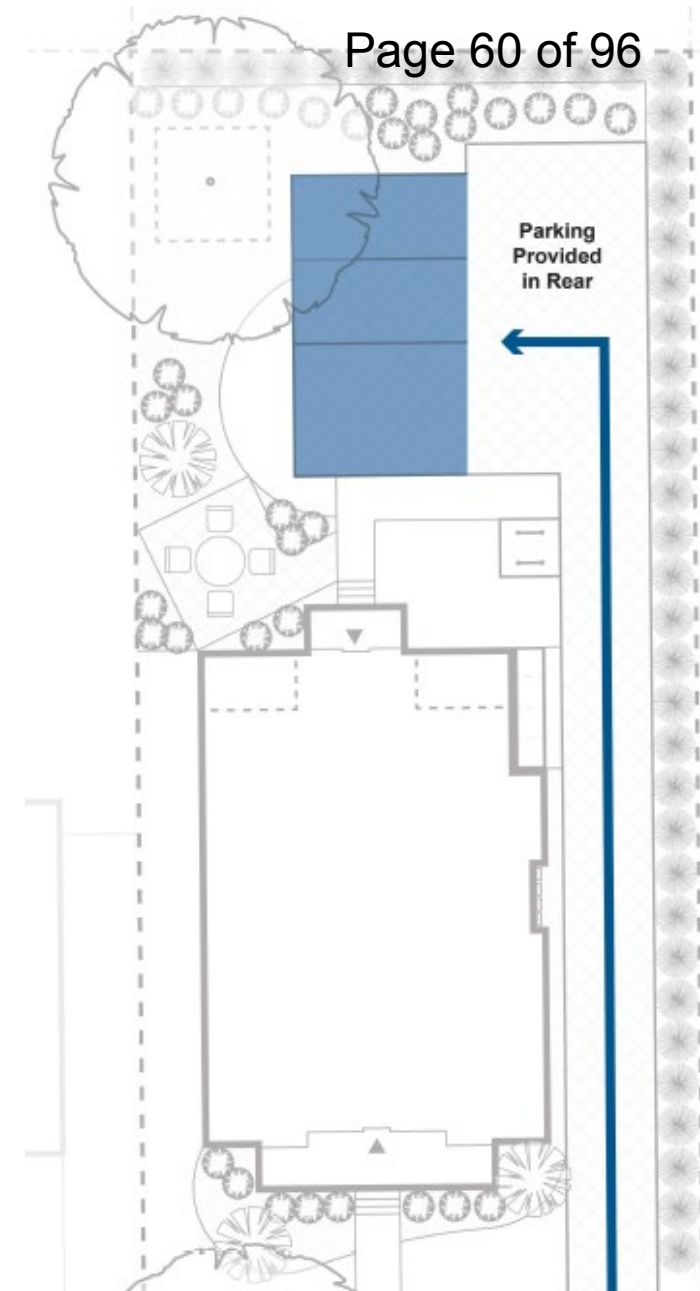
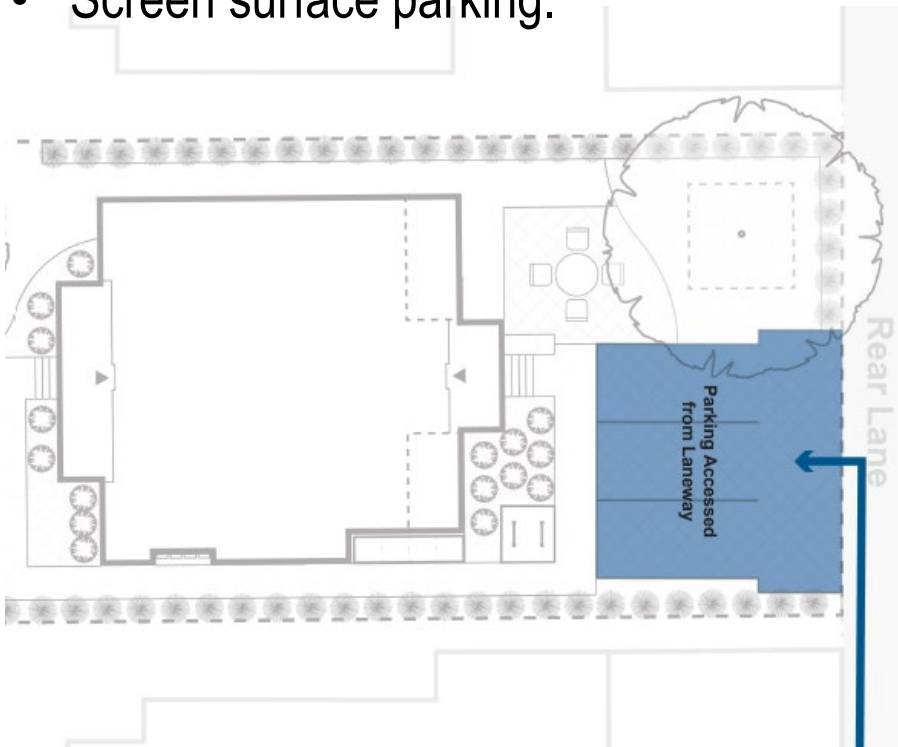
- Tree planting to support urban tree canopy coverage.
- Soft landscaping along public frontages.
- Natural and resilient vegetation.
- Privacy planting to screen parking, utilities, garbage enclosure.
- Provide private or communal amenity area for each residential unit – porch, balcony, deck, or at grade space.
- Access to sunlight and screened.





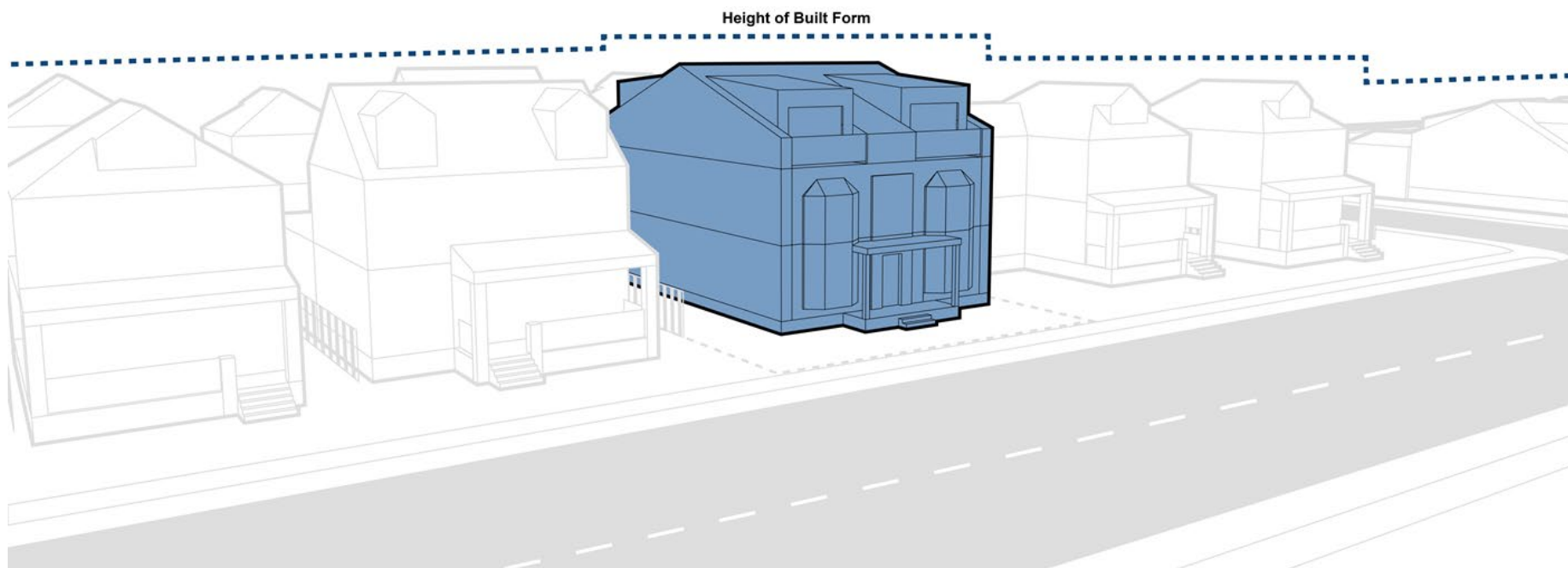
Guidelines – Parking

- Rear parking via rear laneway or side yard on wider lots.
- Permeable pavers for driveways and parking areas preferred.
- Screen surface parking.

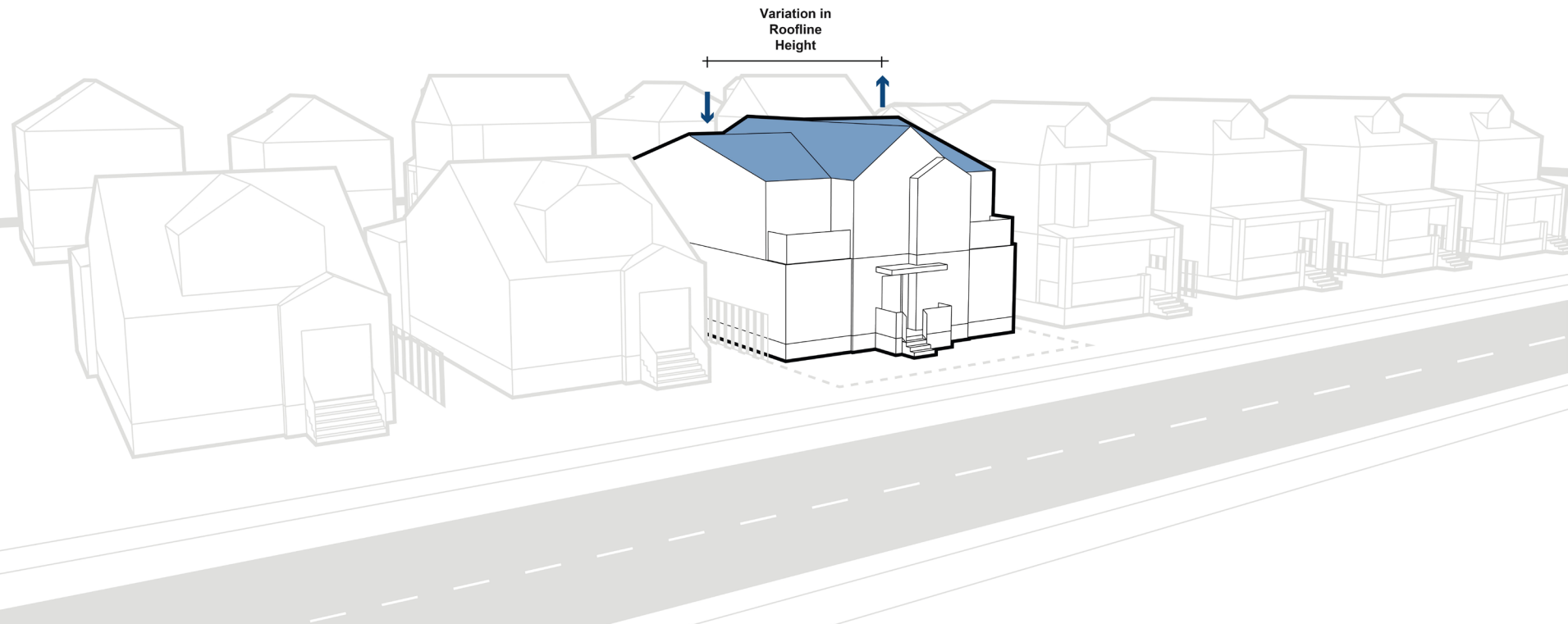


Guidelines – Building Massing, Height

- Well proportioned built form to complement existing streetscape appearance.
- Design roofs with smaller roof forms e.g. dormers.
- Provide varied height in rooflines.

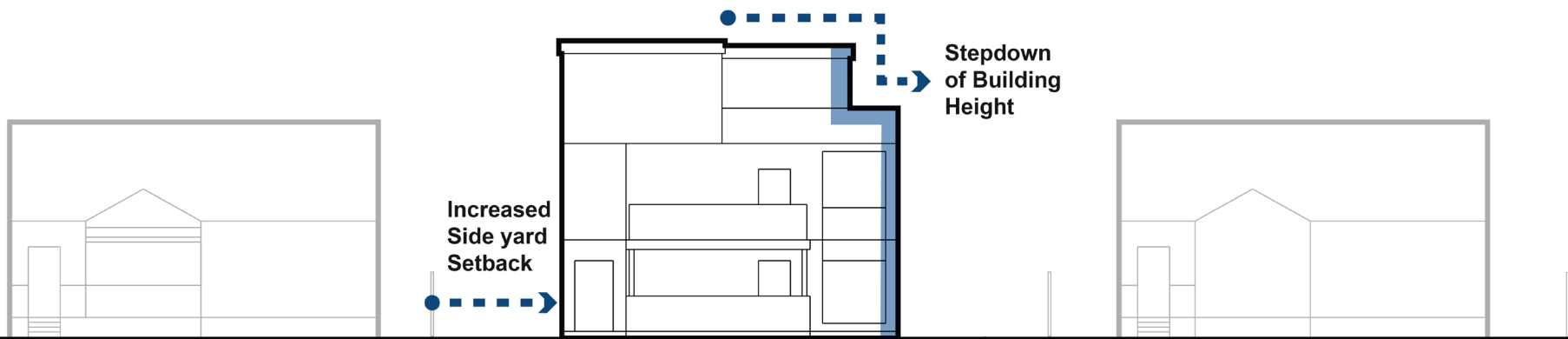
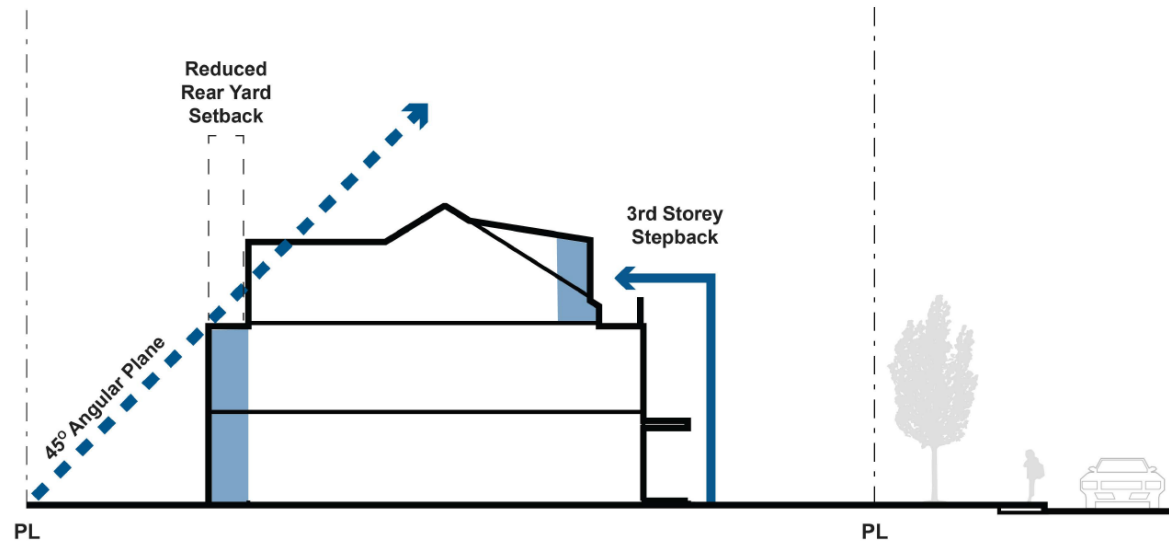


Guidelines – Building Massing, Height



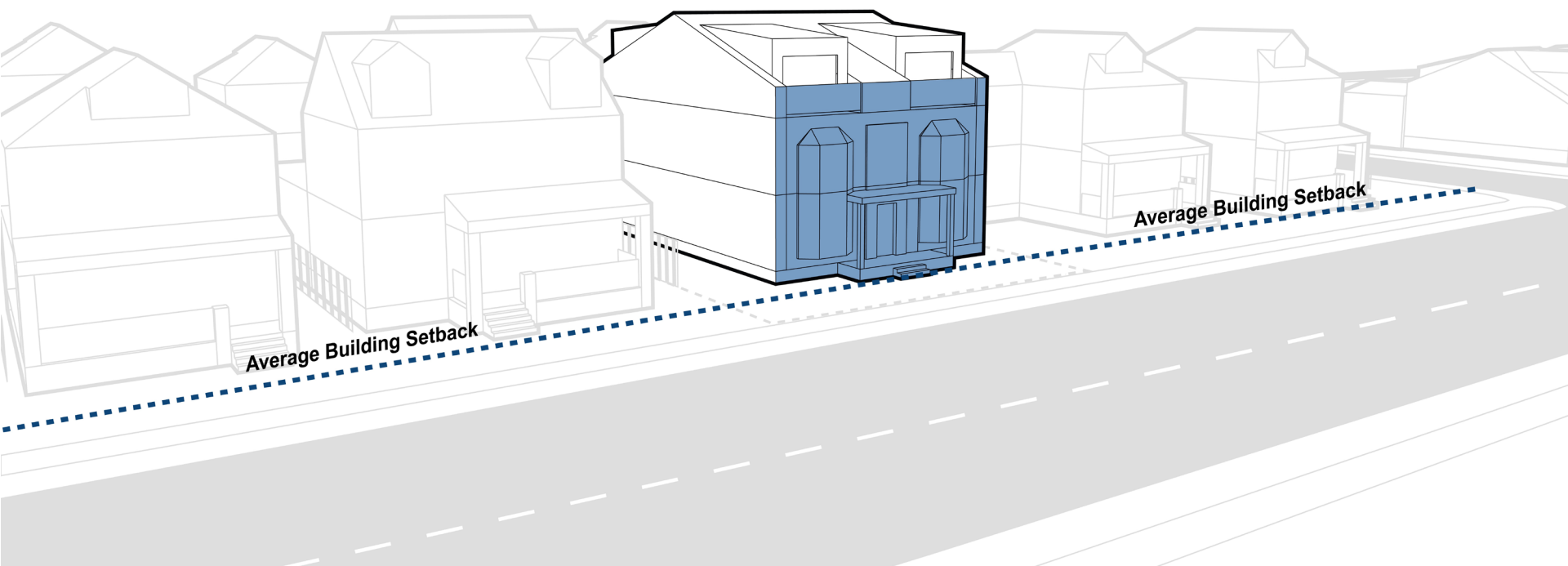
Guidelines – Building Massing, Height

- Provide transitions in height to reduce impacts (step-backs).
- Building should not interfere with a 45 degree angular plane if rear yard setback is reduced.



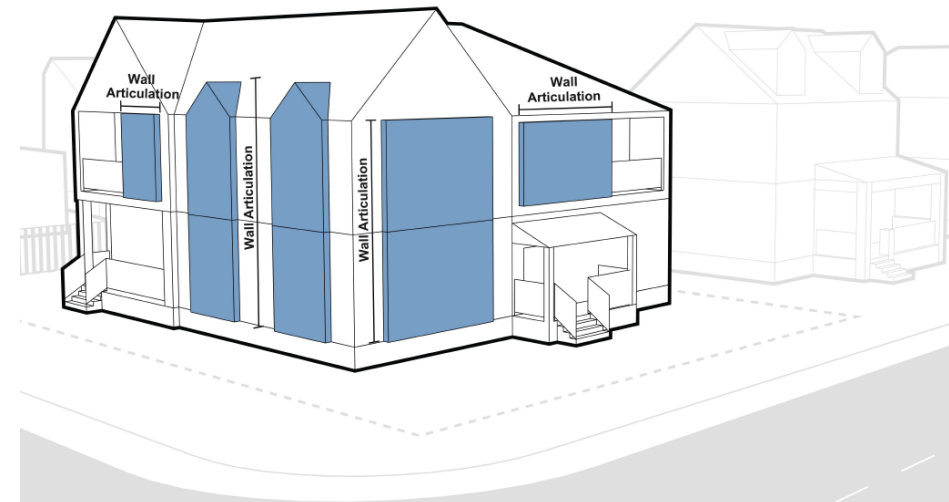
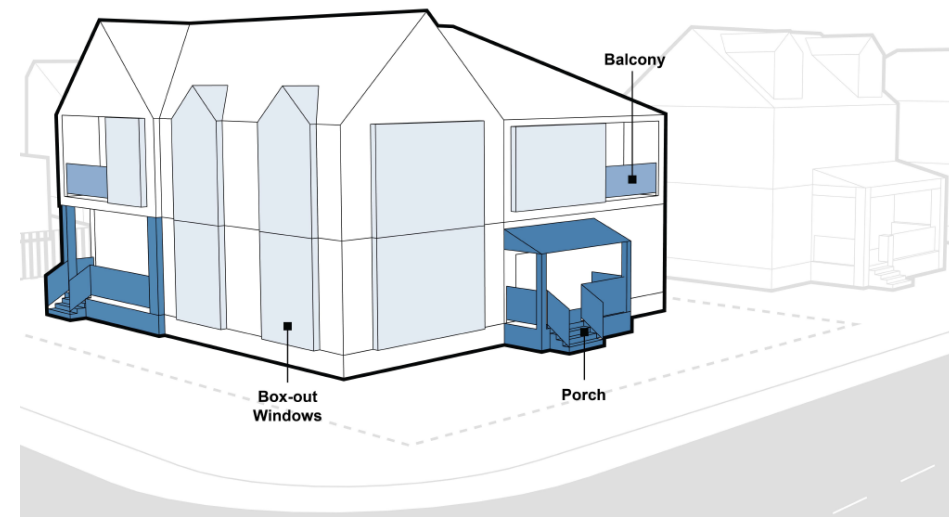
Guidelines – Setbacks

- Follow the established pattern in the neighbourhood – front and side yard setback.
- Setbacks considerate of overlook conditions and providing adequate privacy for adjacent lots.
- Variations in setbacks may be considered to protect mature trees.

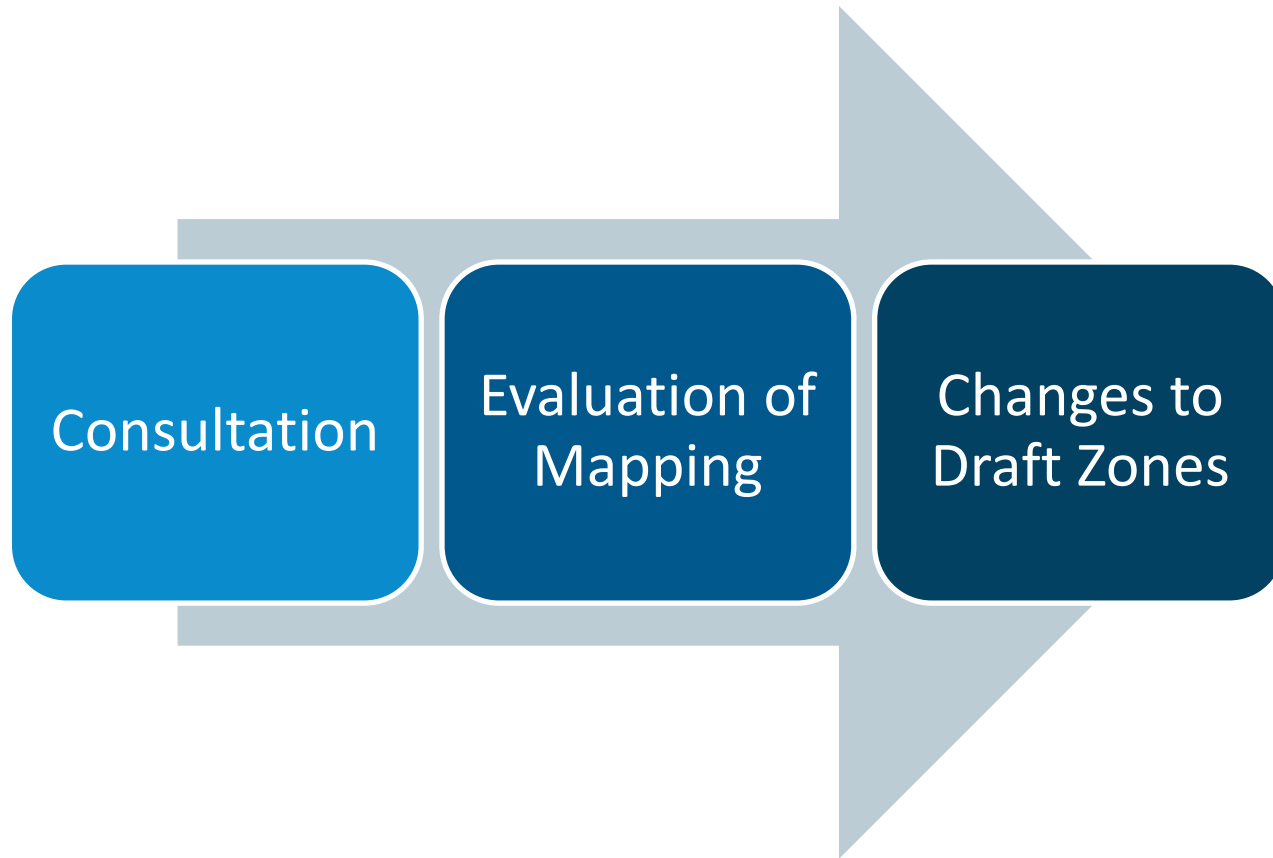


Guidelines – Façade Treatment

- Façades should be designed to enhance a pedestrian-friendly environment and contribute to the sociability of the street.
- Provide articulated facades including enhanced window treatment and breaks in wall treatments.
- Create a main entrance along street frontage.
- Avoid blank walls.



Next Steps





THANK YOU

Engage Hamilton: www.engage.hamilton.ca/reimagining-neighbourhoods
Project Webpage: www.hamilton.ca/residentialzoning

REIMAGINING NEIGHBOURHOODS



Advisory Committee for Persons with Disability
Built Environment Working Group
2018-2022 Term
Outstanding Business List
list of 12 items

Hamilton Barrier free guide lines

Lrt plan and design

Urban Braille

- LRT Stop Design Guidelines
- City of Hamilton Built Environment Design Guidelines
- City Facility Accessible Washroom Audit
- Parkland furniture design
- Sidewalk design including “urban Braille” & Curb Cuts
- Sidewalk Accessibility re: On-street Patio Program
- Sidewalk Utility Vault concerns
- Sidewalk Snow Removal
- Annual Capital Projects List to aid in identifying projects for monitoring/inspection.
- Accessible Pedestrian Signal Placements

- Consultation with Heritage Advisory Committee re:
Accessibility Guidelines in City Facilities

- Follow-up and review of Accessibility at:
list end

Carlisle Library

Mountain Park Field House

Sir Wilfred Laurier Field House

HAAA Grounds

Lister Block

Battlefield Park

Gage Park Greenhouse

Victoria fieldhouse

Alexanda field house

Bus shelter design

City hall

Built Environment Working Group Meeting Notes

December 5th, 2023

Virtual Teams Meeting

10:00AM – 12:00PM

(Rescheduled due to ATS Panel)

Those in Attendance: Paula Kilburn, James Kemp

Also in Attendance: Sarah Eakins, Jessica Bowen, Tim Nolan, Meghan Stewart, Julianna Petrovich

Those Absent: Patty Cameron, Jayne Cardno, Anthony Frisina, Lance Dingman

1. Welcome and Introductions

2. Inch Park's Accessible Park Design Graphic

Presentation and Update: Sarah came and showed us the images of the park and the individual features the public decided on through public engagement.

The Discovery layout was selected which divided up the terrain into six different sections that the children could discover one at a time. Things of note include, accessible swing for PMDs as well as others, accessible turntable, accessible tower and slide, embankment slides, embankment climbing wall,

sensory tunnel, non-verbal panel, water table feature with two levels and a little river, rubber surfacing and Astroturf where needed, music area and much more. We asked questions about the equipment and its longevity. Members were very excited with the presentation and look forward to seeing it come to fruition.

3. Inch Park's Inline On-Street Accessible Parking Pilot Presentation: Julianna came and presented the City's Pilot of the on-street inline accessible parking to be placed at the entrance to the accessible park. It will contain the smaller B type space in front and the larger A type behind it. Both spaces will contain all markings including the dynamic symbol of access and appropriate yellow hatching at the rear and dedicated curb cuts. The City is also planning some education around the needs of the new spaces. We discussed whether urban braille would be required, but it was determined that it should be treated the same as a driveway so there is no intersection confusion.
4. Outstanding Business List: We discussed this briefly. Paula found a list, but it will need to be fleshed out with descriptors for the new term.

5. Other Business: Jessica took a moment to weigh in on the naming issue of the committee and reiterated what we have heard from other staff. She felt that subcommittee should be in the name to provide more gravitas and weight to our recommendations. We appreciate her opinion in the matter.

6. Adjournment

Housing Working Group Meeting Notes

November 21st, 2023

Virtual Teams Meeting

10:00AM – 12:00PM

Those in Attendance: Paula Kilburn, Lance Dingman,
James Kemp

Those Absent: Jayne Cardno, Robert Semkow

1. Welcome and Introductions
2. Approval of November 21st Agenda: Agenda was approved
3. Approval of October 17th Meeting Notes: Meeting notes were approved.
4. Extreme Heat Working Group Update: We worked on the 2024 heat response plan. The City is not pursuing a voluntary vulnerable persons list at this time and is instead looking for ways to leverage community involvement. See below for more information.

5. ODSP Air Conditioner Program: The EHWG discussed the problem with the Special Supports or OW/ODSP air conditioner program. The requirements are far too stringent and they only issue roughly 50 per year to individuals that suffer from life threatening breathing issues. This is of concern because extreme heat affects many different disabilities and not everyone is being properly represented. The EHWG felt that out of all the groups participating, the ACPD's HWG was the best placed as the tip of the spear. We will draft a letter to the Province and if it's approved by APCD, will be submitted for their review and support before we give it to Council. They will decide if it should be passed up the chain to the Province or not. With Changeover, it was suggested that we would have it ready roughly end of Q1/ early Q2 2024.
6. CityHousing Board Delegation: We discussed the upcoming Board Delegation. Chair explained that he would be presenting our recommendations as well as using a few examples around his building to highlight the issues.
7. Other Business: Lance briefly discussed Rising Stars and asked if the HWG would be able to assist. Chair responded that unless there was a specific direction

for us to follow we would not, but offered his personal time to assist.

8. Adjournment

Outreach Working Group Meeting Notes

November 21st, 2023

Virtual Teams Meeting

4:00PM – 6:00PM

Those in Attendance: James Kemp, Paula Kilburn,
Anthony Frisina, Lance Dingman

Those Absent: Patty Cameron, Jayne Cardno

1. Welcome and Introductions
2. Approval of November 21st Agenda: Agenda was approved
3. Approval of October 17th Meeting Notes: Meeting notes were approved.
4. Discussion regarding ACPD Name Change: We discussed the upcoming name change to reflect our being a subcommittee. It was felt that PDS was too similar to many other acronyms and we worried that we would be spending more time explain who we weren't than who we were and what we do. After a

brain storming session we came up with these potentials so far:

Accessibility Subcommittee for Persons with Disabilities (ASPD)

Disability and Accessibility Issues Subcommittee (DAIS)

Disability and Accessibility Inclusion Subcommittee (DAIS)

Hamilton Accessibility Subcommittee (HAS)

Accessibility Subcommittee of Hamilton (ASH)

Subcommittee for Hamilton Accessibility (SHA)

Chair will reach out to Councillor Kroetsch and ask for a little time for our committee as a whole to come up with a better alternative before it is made official in Council.

5. Other Business: There was no other business

6. Adjournment

Transportation Working Group Meeting Notes

November 28th, 2023

Virtual Teams Meeting

4:00PM – 6:00PM

Those in Attendance: James Kemp, Paula Kilburn, Tim Nolan, Kim Nolan

Also in Attendance: Nancy Purser, Michelle Martin, Tyler Davey, Ashley Evans, Nancy Purser

Those Absent: Anthony Frisina, Mark McNeil

1. Welcome and Introductions

2. Approval of November 28th Agenda: Agenda was approved

3. Annual Accessibility Information Event Update:
Michelle provided an update on the December 5th ATS Panel. It begins at 4:00PM at City Hall in rooms 192/193. A panel will be providing information on HSR, ATS and DARTS with regards to accessibility and the AODA. James will be representing the ACPD

as a panelist. It will be aired on YouTube and Cable 14.

4. Survey and Journey Mapping Projects Update:
Michelle provided a quick update on the survey and journey mapping projects. Response to the survey has already produced at least 600 responses and there have been many requests for paper copies. Survey will continue until December 31st.

5. “Offer me a Seat” Button Campaign Discussion:
Ashley provided us with a brief overview of what the HSR was thinking regarding a button campaign. Metrolinx has signed on to participate in the sunflower button campaign and Ashley asked if we think a similar program would work in Hamilton. James mentioned that Tom Manzuk often spoke of the program and how he felt that it was a good program that just wasn’t supported long enough to take root. We then discussed if we should do our own campaign. It was suggested that it would be simpler to use an already existing program than to create one ourselves. Tim suggested using MacMaster as a resource as they are the ones that did the program the first time. Paula suggested that the buttons be smaller so they don’t stand out as much and people would be more willing to wear them.

6. HSR Planned Campaign for PMD Front Door

Familiarization Training and Etiquette for All

Passengers: In order to force all passengers to use the Presto scanner, the HSR is making everyone use the front door as the primary entrance no matter their device or ability to operate it or even the layout of the bus in question. Nancy came to present the plan to train people with disabilities how to get out of the way for other people with disabilities as well as training all passengers in etiquette like taking off your backpack when boarding. They also let us know that training buses will be available at various locations so HSR trainers can train people with disabilities how to use their devices. All members in attendance raised several concerns about this plan and made it clear they would not be in support. There was even discussion about removing stanchions to improve mobility at the expense of passenger safety. We will be bringing this issue up at the full ACPD for further discussion.

7. Outstanding Business List: We are having a little difficulty locating the OBL for TWG. We found an early copy, but there is very little listed on it. Will have more information next meeting.

8. Other Business: There was no other business

9. Adjournment

CITY OF HAMILTON

2024

ADVISORY COMMITTEES

BUDGET SUBMISSION FORM

**ADVISORY COMMITTEE FOR PERSONS WITH
DISABILITIES**

PART A: General Information

ADVISORY COMMITTEE MEMBERS:

James Kemp (Chair)	Kim Nolan
Paula Kilburn (Vice-Chair)	Tim Nolan
Patty Cameron	Jayne Cardno
Lance Dingman	Michelle Dent
Anthony Frisina	Mark McNeil
Levi Janosi	
Bob Semkow	
Tim Murphy	

MANDATE:

The Advisory Committee for Persons with Disabilities advises Council on providing full accessibility and inclusion of persons with disabilities in the City related to City goods and services and City-owned facilities and spaces and recommends to the City of Hamilton policies, procedures, standards and guidelines.

PART B: Strategic Planning

STRATEGIC OBJECTIVES:

Terms of Reference:

1. In accordance with the Accessibility for Ontarians with Disabilities Act, 2005 (AODA), Ontario Human Rights Code (OHRC), and all applicable legislation, regulations, standards, policies and guidelines:
 - i. Advise Council and staff on barriers affecting full participation of persons with disabilities in the City.
 - ii. Advise Council and staff, annually about the preparation, implementation, and effectiveness of its accessibility plan required pursuant to the AODA.
 - iii. Ensure that the right of access for persons with disabilities to programs and services provided by the City is sustained, maintained, and/or improved.
 - iv. Review and comment to Council and other levels of government on pertinent reports, proposed legislation and studies which affect all persons with disabilities, where appropriate.
 - v. Provide a forum where persons with disabilities and service representatives can express their concerns, identify barriers, share information and recommend improvements to the existing level of City services, goods, facilities and spaces, for persons with disabilities, while taking into consideration a wide spectrum of disabilities in discussions and decision making.

- vi. Educate and increase awareness to City Council and staff on issues which affect people with disabilities.
- vii. Regularly review the progress and measure the success of the committee and its activities.
- 2. The Chair and Vice-Chair of the Advisory Committee for Persons with Disabilities may serve for more than one year in a Council term.
- 3. Members are expected to attend all meetings. If a member misses more than three consecutive (3) meetings during their term, the Chair, after hearing and considering any explanation provided by the member, may ask the member to resign, or request that Council remove the member.
- 4. Members are to adhere to the Procedural Handbook for Citizen Appointees to City of Hamilton Local Boards.

ALIGNMENT WITH CORPORATE GOALS:

Please check off which Council approved Strategic Commitments your Advisory Committee supports			
1) Community Engagement & Participation	X	2) Economic Prosperity & Growth	X
3) Healthy & Safe Communities	X	4) Clean & Green	X
5) Built Environment & Infrastructure	X	6) Culture & Diversity	X
7) Our People & Performance	X		

PART C: Budget Request

INCIDENTAL COSTS:

Monthly Meetings Expenses (photocopying, refreshments, advertising, postage, MS Teams, etc.)	\$4,672.00
Administrative Assistance (note-taking) for special meetings such as Roundtable.	
SUB TOTAL	\$4,672.00

SPECIAL EVENT/PROJECT COSTS:

Conference and related travel expenses	\$1,500.00
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“Ability First” Accessibility Fair	\$8,000.00
Accessibility Award Program	\$9,000.00
SUB TOTAL	\$18,500.00

TOTAL COSTS	\$23,172.00
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Funding from Advisory Committee Reserve (only available to Advisory Committees with reserve balances)	\$
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TOTAL 2024 BUDGET REQUEST (net of reserve funding)	\$23,172.00
PREVIOUS YEAR (2023) APPROVED BUDGET (2023 Request \$14,100)	\$14,100.00

CERTIFICATION:

Please note that this document is a request for a Budget from the City of Hamilton Operating budget. The submission of this document does not guarantee the requested budget amount. Please have a representative sign and date the document below.

Representative’s Name:

Signature:

Date:

Telephone #:

12.1

CITY OF HAMILTON

M O T I O N

ADVISORY COMMITTEE FOR PERSONS WITH DISABILITIES: December 12, 2023

MOVED BY J. KEMP

SECONDED BY

Correspondence to City Council respecting the HSR Fare Assist Program and the Cancellation of the Temporary No Pay Program and the Temporary Voluntary Pay Program

WHEREAS, the Advisory Committee for Persons with Disabilities has significant concerns regarding the cancellation of the Temporary No Pay Program and the Temporary Voluntary Pay Program without first addressing several insufficiencies with the current bus design and fare payment options; and

WHEREAS, the Advisory Committee for Persons with Disabilities has prepared correspondence to City Council regarding the HSR Fare Assist Program as well as the cancellation of the Temporary No Pay Program and the Temporary Voluntary Pay Program.

12.1

THEREFORE BE IT RESOLVED:

That the Advisory Committee for Persons with Disabilities approve the correspondence respecting the HSR Fare Assist Program and the Cancellation of the Temporary No Pay Program and the Temporary Voluntary Pay Program attached as Appendix "A", for submission to Council.

DRAFT

To: Mayor Horwath and Members of City Council

From: The Advisory Committee for Persons with Disabilities

Re: HSR Fare Assist Program and the Cancellation of the Temporary No Pay Program and the Temporary Voluntary Pay Program

Dear Mayor Horwath and Members of City Council,

The Advisory Committee for Persons with Disabilities has significant concerns regarding the cancellation of the Temporary No Pay Program and the Temporary Voluntary Pay Program without first addressing several insufficiencies with the current bus design and fare payment options.

The HSR Fare Assist Program can help many people on ODSP save a modest amount on their transit costs. While it is not a great program, it is a good start to addressing the financial inequities of our social system. ACPD does have to take issue with the manner in which a smaller group of people with disabilities will be negatively impacted financially and the rapid pace in which the HSR has implemented this program.

The HSR has every right to charge for services, but they have to make sure people are able to do so. Revoking a program after only a few months notification like the no pay program used by the CNIB after being in place for decades seems unfair. Perhaps a transition could be discussed?

ACPD also takes issue with the HSR's failure to provide an accessible method of payment for persons with vision loss. The Presto system relies heavily on its Presto App. This requires a smart phone and the ability to manipulate one. This is very difficult if not impossible for people that can't see the display, nor feel the buttons to enter their banking information. This means that the only option they have is to travel to a Shoppers Drug Mart or a Fortinos. How do they get there? The fare box doesn't read out the display in an audible format so how are they to know if it has gone through properly? Are they still on a transfer? How much money is remaining on their card? This is all information that people with vision take for granted. When a person with vision loss needs to learn a new route, it can often take weeks of practice to learn how to navigate a new path. They do not

need assistance with travel training, only the ability to practice without financial hardship.

The CNIB and other agencies that represent those with vision loss have reasonable concerns that should be addressed before ceasing a program in place longer than many of us have been alive.

To understand how the voluntary pay program came about, we need to provide a little history. In the late 1990's, the HSR purchased a small number of low floor buses to begin making the service accessible. At the time, the technology only allowed for installation at the back door and the HSR designed the layout accordingly. The HSR has been designing their buses to have the back door as the primary access point ever since. This raised a big problem however, where do they pay if they are entering from the back door? At the time, it was determined that it would cost too much to install a secondary fare box and felt it was cheaper to let people with mobility devices ride for free. This is still a problem today which the HSR has not addressed.

When the *Accessibility for Ontarians with Disabilities Act (AODA)* was passed in 2005, one of the rules for conventional transit was that two wheelchair seats be provided as close to the primary access point as possible. For most cities, they use the front door as the primary access and the two wheelchair seats are up front on either side. The City of Hamilton continued to use the back door design with the two wheelchair spots closest to the rear entrance and still does to this day. If the HSR wants to switch to the front door as the primary access, they will need to change the design of the buses or they would be violating the AODA's section 49(2): The priority seating for persons with disabilities shall be located as close as practicable to the entrance door of the vehicle.

If the HSR wants persons with mobility devices to pay fare, they will need to provide an accessible means of paying at the rear door or as we have also suggested, provide a portable Presto scanner for each driver.

Other points of concern are:

- The lack of appropriate grab bars surrounding the fare box. People that use walkers and rollators will need to be able to transfer their weight off of their mobility device onto the grab bar so they can swipe their card

safely. The box should have rounded grab bars available on either side; flush or of slight prominence to the fare box.

- Powerchairs have another problem using the front scanners, the control box of the chair blocks access and you have to strain and reach around to scan the card.
- Only some designs of mobility scooters and powerchairs are able to maneuver through the front door. Mobility Scooters with wide wheel bases as well as powerchairs with large footplates and high backs or tilt seating require the back door.

ACPD would be remiss if for not pointing out that a large number of people with disabilities live in deep poverty and cannot afford internet access or smartphones. This digital divide gets wider each day and we must remember that we are not operating on a level playing field. Presto is not very accessible to many people.

A financial argument can also be made that it actually saves the City money to allow a passenger to ride the bus for free than it does for a passenger to pay fare on a DARTS trip. It incentivizes using transit over paratransit. Classifying both programs as temporary was to ensure that they didn't affect DARTS, not that they were in place as a stop gap measure.

The ACPD was consulted on the Fare Assist Program in May of 2023 and raised these concerns with staff at that time and that information is not in the final staff report. Instead, the relevant consultation only states that some members felt there would be a problem using Presto.

ACPD supports the implementation of the Fare Assist Program, however, asks that the HSR pause their plan to cancel both temporary programs until they can better accommodate the needs of people with disabilities.

12.2

CITY OF HAMILTON

M O T I O N

**Advisory Committee for Persons with Disabilities:
December 12, 2023**

MOVED BY J. KEMP

SECONDED BY.....

**Delegation to the Public Works Committee respecting
Accessibility Issues with the HSR**

WHEREAS, the Advisory Committee for Persons with Disabilities (ACPD) is mandated to review public policies regarding accessibility and the *Accessibility for Ontarians with Disabilities Act* (AODA) and advise Council on how best to implement them safely;

WHEREAS, the ACPD has serious concerns about the HSR’s plan to require all mobility devices to use the front door as the primary entrance with very little notice and without an appropriate plan in place to ensure its success;

WHEREAS, the ACPD questions whether requiring all mobility devices to use the front door as the primary entrance would be in compliance with the AODA as the mobility device positions are no longer as close as is practicable to the entrance;

12.2

WHEREAS, the ACPD has concerns regarding CNIB card holders using Presto Scanners and the Presto App; and

WHEREAS, the ACPD has reported several issues to the HSR regarding the accessibility of their buses as well as their compliance to the AODA over many years and have yet to see their concerns addressed.

THEREFORE, BE IT RESOLVED:

That **(Member(s) name(s) to be determined by Committee)** be authorized to delegate on behalf of the Advisory Committee for Persons with Disabilities to the Public Works Committee regarding accessibility issues with the HSR.