



City of Hamilton
ACCESSIBILITY COMMITTEE FOR PERSONS WITH
DISABILITIES AGENDA

Meeting #: 25-006
Date: June 10, 2025
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. CALL TO ORDER

2. CEREMONIAL ACTIVITIES

3. APPROVAL OF AGENDA

(Added Items, if applicable, will be noted with *)

4. DECLARATIONS OF INTEREST

5. APPROVAL OF MINUTES OF PREVIOUS MEETING

5.1 May 13, 2025

3

6. DELEGATIONS

7. ITEMS FOR INFORMATION

7.1 Built Environment Working Group Update (no copy)

7.2 Housing Working Group Update

- | | |
|---|----|
| a. Housing Working Group Meeting Notes - May 20, 2025 | 15 |
|---|----|

7.3 Outreach Working Group Update

- | | |
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| a. Outreach Working Group Meeting Notes - May 20, 2025 | 19 |
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7.4 Transportation Working Group Update

- | | |
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| a. Accessible Transportation Services Performance Report - Q1 2025 | 25 |
|--|----|

7.5 Strategic Planning Working Group Update (no copy)

7.6 Open Spaces and Parklands Working Group Update (no copy)

- | | |
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| 7.7 Transforming Civic Engagement - Community Liaison Groups | 53 |
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This Item includes a presentation.

8. ITEMS FOR CONSIDERATION

9. MOTIONS

10. NOTICE OF MOTIONS

11. PRIVATE AND CONFIDENTIAL

12. ADJOURNMENT



ACCESSIBILITY COMMITTEE FOR PERSONS WITH DISABILITIES

MINUTES ACPD 25-005

4:00 p.m.

May 13, 2025

Room 264, 2nd Floor Hamilton City Hall (Hybrid)
71 Main Street West, Hamilton, Ontario

Present: Councillor M. Tadeson (virtually), J. Kemp (Chair), P. Kilburn (Vice Chair) (virtually), H. Bonenfant (virtually), C. Hernould (virtually), H. Kaur (virtually), L. Janosi (virtually), L. Johanson (virtually), J. Maurice, M. McNeil (virtually), K. Nolan (virtually) and T. Nolan (virtually)

Absent with

Regrets: L. Dingman

1. CALL TO ORDER

Chair J. Kemp called the meeting to order at 4:00 p.m.

Refer to the June 11, 2025 General Issues Committee Minutes for the disposition of these matters.

2. CEREMONIAL ACTIVITIES

The Legislative Coordinator read the Land Acknowledgement.

3. APPROVAL OF AGENDA

(McNeil/Janosi)

That the agenda for the May 13, 2025, Accessibility Committee for Persons with Disabilities meeting, be approved, as presented.

CARRIED

4. DECLARATIONS OF INTEREST

There were no Declarations of Interest.

5. APPROVAL OF MINUTES OF PREVIOUS MEETING

5.1 April 8, 2025

(Tadeson/Hernould)

That the minutes of the April 8, 2025, Accessibility Committee for Persons with Disabilities, be adopted, as presented.

CARRIED

6. DELEGATIONS

6.1 Camila Grullon respecting the Social Media Plan for the Accessibility Committee for

Refer to the June 11, 2025 General Issues Committee Minutes for the disposition of these matters.

Persons with Disabilities' "Ability First" Accessibility Fair

Camila Grullon addressed Committee respecting the Social Media Plan for the Accessibility Committee for Persons with Disabilities' "Ability First" Accessibility Fair, with the aid of a PowerPoint presentation.

6.2 Brad Evoy, Disability Justice Network of Ontario, respecting Item 9.1 - Feasibility of the Development of a New HSR Fare Program to Assist Disabled Riders – WITHDRAWN

(Kilburn/McNeil)

That the Delegation from Camila Grullon respecting the Social Media Plan for the Accessibility Committee for Persons with Disabilities' "Ability First" Accessibility Fair, be received.

CARRIED

7. ITEMS FOR INFORMATION

7.1 PW23024(c)

Hamilton Street Railway (HSR) Fare Policies

(a) (Tadeson/Hernould)

That Report PW23024(c), dated April 7, 2025, respecting Hamilton Street Railway (HSR) Fare Policies, BE RECEIVED.

CARRIED

Refer to the June 11, 2025 General Issues Committee Minutes for the disposition of these matters.

J. Kemp relinquished the Chair to P. Kilburn in order to introduce the following Motion:

(b) (Kemp/McNeil)

That James Kemp, Chair of the Accessibility Committee for Persons with Disabilities be directed to respond to Hamilton Street Railway staff respecting Report PW23024(c), Hamilton Street Railway (HSR) Fare Policies, pursuant to comment from the Transportation Working Group.

CARRIED

J. Kemp assumed the Chair.

7.2 Multi Year Accessibility Plan Status Report 2023

Jessica Bowen, Manager of Diversity and Inclusion, addressed Committee respecting the Multi Year Accessibility Status Report 2023, with the aid of a PowerPoint presentation.

(K. Nolan/Kilburn)

That the Multi Year Accessibility Plan Status Report 2023 and the accompanying presentation, be received.

CARRIED

7.3 Accessibility for Entertainment in the City (no copy)

Jessica Bowen, Manager of Diversity and Inclusion, addressed Committee respecting Accessibility for Entertainment in the City.

(Kilburn/Janosi)

That the verbal update from Jessica Bowen, Manager of Diversity and Inclusion, respecting Accessibility for Entertainment in the City, be received.

CARRIED

7.4 Protected Intersection Guidelines – WITHDRAWN

7.5 Accessible Transportation Services 2024 Cumulative Performance Review – REVISED

Michelle Martin, Manager of Accessible Transportation Services, addressed Committee respecting Accessible Transportation Services 2024 – Cumulative Performance Review, with the aid of a PowerPoint presentation.

(Hernould/McNeil)

That the Report respecting Accessible Transportation Services 2024 Cumulative Performance Review and the accompanying presentation, be received.

Refer to the June 11, 2025 General Issues Committee Minutes for the disposition of these matters.

CARRIED

J. Kemp relinquished the Chair to P. Kilburn in order to provide the following Working Group Updates.

7.6 Built Environment Working Group Update

- (a) Built Environment Working Group Meeting Notes – May 6, 2025

7.7 Housing Working Group Update

- (a) Housing Working Group Meeting Notes – April 15, 2025

7.8 Outreach Working Group Update

- (a) Outreach Working Group Meeting Notes – April 15, 2025

7.9 Strategic Planning Working Group Update

- (a) Strategic Planning Working Group Meeting Notes – April 29, 2025

J. Kemp assumed the Chair.

7.10 Transportation Working Group Update

- (a) Accessible Transportation Services Summary of Transportation Working Group Meeting - January 28, 2025

Refer to the June 11, 2025 General Issues Committee Minutes for the disposition of these matters.

- (b) Accessible Transportation Services Summary of Transportation Working Group Meeting Notes - February 25, 2025
- (c) Accessible Transportation Services Summary of Transportation Working Group Meeting Notes - April 22, 2025
- (d) Accessible Transportation Services Policy Review Working Group Meeting Notes - April 25, 2025
- (e) Accessible Transportation Services Performance Report Q4 2024

7.11 Open Spaces and Parklands Working Group Update (no copy)

No update.

(Kilburn/K. Nolan)

That the following Items for Information, be received:

7.6 Built Environment Working Group Update

- 7.6(a) Built Environment Working Group Meeting Notes - May 6, 2025

7.7 Housing Working Group Update

Refer to the June 11, 2025 General Issues Committee Minutes for the disposition of these matters.

- 7.7(a) Housing Working Group Meeting Notes – April 15, 2025
- 7.8 Outreach Working Group Update
 - 7.8(a) Outreach Working Group Meeting Notes – April 15, 2025
- 7.9 Strategic Planning Working Group Update
 - 7.9(a) Strategic Planning Working Group Meeting Notes - April 29, 2025
- 7.10 Transportation Working Group Update
 - 7.10(a) Accessible Transportation Services Summary of Transportation Working Group Meeting - January 28, 2025
 - 7.10(b) Accessible Transportation Services Summary of Transportation Working Group Meeting Notes - February 25, 2025
 - 7.10(c) Accessible Transportation Services Summary of Transportation Working Group Meeting Notes - April 22, 2025
 - 7.10(d) Accessible Transportation Services Policy Review Working Group Meeting Notes - April 25, 2025

Refer to the June 11, 2025 General Issues Committee Minutes for the disposition of these matters.

7.10(e) Accessible Transportation Services Performance Report Q4 2024

CARRIED

8. ITEMS FOR CONSIDERATION

There were no Items for Consideration.

9. MOTIONS

9.1 Feasibility of the Development of a New HSR Fare Program to Assist Disabled Riders

(Kilburn/K. Nolan)

WHEREAS, at the March 18, 2025 meeting of the Accessibility Committee for Persons with Disabilities, Committee received Delegations from the Disability Justice Network of Ontario and the Accessibility Hamilton Alliance;

WHEREAS, the Delegates expressed concern about gaps in the eligibility of disabled community members for existing transit programs related to bus fares;

WHEREAS, the Disability Justice Network of Ontario and the Accessibility Hamilton Alliance authored a report entitled "Recommendation on Alternate Fare Program for Disabled Riders", attached as Appendix "A";

Refer to the June 11, 2025 General Issues Committee Minutes for the disposition of these matters.

WHEREAS, the Transportation Working Group received a presentation from the Disability Justice Network of Ontario and the Accessibility Hamilton Alliance respecting the report at the April 22, 2025 Working Group meeting;

WHEREAS, the Disability Justice Network of Ontario and the Accessibility Hamilton Alliance recommend the development of a new HSR reduced fare program to assist disabled riders, that would complement the existing Fare Assist program; and

WHEREAS, the Transportation Working Group supports the recommendations by the Disability Justice Network of Ontario and Accessibility Hamilton Alliance respecting a complementary fare program.

THEREFORE, BE IT RESOLVED:

- (a) That the Accessibility Committee for Persons with Disabilities requests that Council direct staff to investigate and report back to the Public Works Committee by Q4 2025 on the feasibility of the development of a new HSR fare program to assist disabled riders, that would complement the existing Fare Assist program, as recommended by the Disability Justice Network of Ontario and the Accessibility Hamilton Alliance; and

Refer to the June 11, 2025 General Issues Committee Minutes for the disposition of these matters.

(b) That the report back include consideration of the following recommendations from the Disability Justice Network of Ontario and the Accessibility Hamilton Alliance, respecting their proposed complementary reduced fare program:

- (i) Access for persons with disabilities who live at or below the current Low Income Measure;
- (ii) Determining the needs of persons with disabilities through broad consultation with persons with disabilities, including those living in residential institutions and secondary and post-secondary students, as well as organizations serving persons with disabilities, such as the Accessibility Committee for Persons with Disabilities; and
- (iii) Offering a pilot program with specific start and end dates, similar to the way in which the Fare Assist Program was introduced.

CARRIED

10. NOTICE OF MOTIONS

There were no Notice of Motions.

Refer to the June 11, 2025 General Issues Committee Minutes for the disposition of these matters.

11. GENERAL INFORMATION / OTHER BUSINESS

There were no Items for General Information / Other Business.

12. ADJOURNMENT

There being no further business, the Accessibility Committee for Disabilities was adjourned at 5:56 p.m.

Respectfully submitted,

Carrie McIntosh
Legislative Coordinator
Office of the City Clerk

James Kemp
Chair, Accessibility
Committee for Persons with
Disabilities

ACPD's Housing Working Group Meeting Notes

May 20th, 2025

Virtual Teams Meeting

10:00AM – 12:00PM

Members in Attendance: Robert Westbrook, James Kemp

Members Absent: Paula Kilburn, Lance Dingman(Technical Difficulties), Benjamin Cullimore,

1. Welcome and Introductions

2. Approval of May 20th Agenda: Agenda was approved.

3. Approval of April 15th Meeting Notes: Meeting notes were approved.

4. Review of HSC25022 Residential Care Facility

Subsidy Program Modernization: Chair reviewed the delegation to GIC regarding this report. This is an early step in the financial review process, but took the opportunity to discuss some areas of RCFs that

require improvement with Council. We discussed the six points of immediate need: Personal Needs Allowance increase; Air Conditioning throughout sleeping areas; Privacy areas for interpersonal relations/private time in a communal living environment; Entertainment or activity planning; Education, volunteer opportunities or job training for personal development, Vehicle to eventually leave RCFs for independent living if so desired. HWG still has a report owing and would like to discuss it with Housing Services. We will arrange to meet with the current person overseeing this, Pilar Homerston.

5. Review of RCF Air Conditioning Inspections from

Public Health: Chair reviewed the results of the Public Health AC inspection. Last year a survey was distributed but there was very low response so it was added to the inspection list this year. Only two RCFs were not included in this inspection and we do not know why. Air conditioning in RCFs is among our six issues needing to be addressed to improve the lives of residents. 29% of RCFs are fully air conditioned, both bedroom and shared spaces. 71% have only a section of the building cooled, usually in a cooling room. This is not enough as residents are sharing bedrooms up to four in a room and need cooling due to their disabilities and required medications that are

heat sensitive. We will have public health and housing services attend a future meeting to discuss next steps.

6. Review of HSC25021 Incorporating Universal Design in Hamilton Community Housing: Chair updated the group on the status of the motion originally approved in Q4 2020. After working with Housing Services' Social Policy Division and the office of the Housing Secretariat, staff from those departments came up with this result. An attempt to turn a design philosophy into viable municipal policy affecting social housing stock. If this is successful, we will try to meet with Hamilton is Home and promote this work with the other social housing providers in the City of Hamilton.

7. Review of Mental Health History in Hamilton: As there was only two of us in attendance, we did not review the Mental Health History Report.

8. Review of Housing Guide: As there was only two of us, we did not review the Housing Guide

9. Other Business: We briefly discussed the Canada Disability Benefit and our efforts to assist people with

the Disability Tax Credit. This issue will be discussed at this WG as well as OWG.

10. Adjournment

ACPD's Outreach Working Group Meeting Notes

May 20th, 2025

Virtual Teams Meeting

4:00PM – 6:00PM

Members in Attendance: Hope Bonenfant, James Kemp, Robert Westbrook, Mark McNeil

Also in Attendance: Camila Gullón, Lauren Vraets

Members Absent: Paula Kilburn, Benjamin Cullimore, Jake Maurice

1. Welcome and Introductions

2. Approval of May 20th Agenda: Agenda was approved.

3. Approval of April 15th Meeting Notes: Meeting notes were approved.

4. Senior's Kick-Off: We discussed the issue of the venue closing and the need for a new venue. Chair will update as we find out more. Sunil and Lauren will

be in attendance at another table if we need assistance.

5. Accessibility Awards: Chair went through the media plan and nomination process with the group.

Nominations will open on June 17th and close of July 18th. Media and fact sheet has been approved along with graphic advertisements. Nomination form will be available on the Hamilton.ca/accessibilityawards page and we have tightened the process to ensure proper nominations and testimonials. Once they close Sunil and Lauren will review them and filter out any that do not abide by the proper process before sharing them on sync.com as that is an approved sharing site by IT. We need to put together an adjudication panel.

Lauren suggested that if we need people, that staff may assist. We will reach out to other organizations and see if anyone can spare an adjudicator. Judging Rubric was very effective last year and will be used again unaltered. Judging needs to be completed two weeks prior to the event to give Comms enough time to create announcements and us time to create awards.

6. Accessibility Fair: We reviewed the activities first; safe space tent, chair wash, haptic station, HSR/DARTS/Motion mobility station, CDC

Orthomobility repair station, Lion's Club Demonstration, K9 Lifelines Demonstration, CHHA Hearing Test station(will confirm). We discussed an art station again, but are unsure of next steps. Hope suggested a colouring station and it is a good one we will explore. Drawing contest for children is also a possibility. We may also offer a DTC Tax Clinic courtesy of the SPRC, Mac, St. Joseph's and HCLC, but will update as we go.

Chair went through the schedule so far. Mayor Horwath and Councillor Tadeson have committed to speak at the opening and award ceremony respectively at 12:00pm and 2:00pm. We will ask Jake to open again if he is interested.

We discussed the advertising briefly including Camila's social media plan and Hope's volunteer drive and poster campaign. Hope will have more soon on this.

Exhibitor invitations are being delayed until we sort out a payment system for registering them. Invoicing failed last year and we ate all fees. Ticketing system seems a better way to go, but may be complicated due to us being an outside organization.

*Chair wanted to make a note that we need a sign for the volunteer hospitality area as it was forgotten the

past two years. Mark was curious about our food options and we will explore further.

Website is mostly updated, but is still waiting to build the exhibitors and schedule pages. Our accessibility suite was upgraded and the Webmaster is still working out the new functions, but it is much more versatile. We have repaired the landing page as last year's was flawed. We are still trying to add audio clips for full functionality of the site. Accessibility statement needs to be drafted and posted on the contact us page.

7. CDB Discussion: Chair updated the group on the past couple meeting with the RFPR, SPRC, HCLC, McMaster, St. Joseph's, ACORN, DJNO, HCBN regarding the CDB and our efforts to publicize its existence, educate the public on how to apply, assist people to apply for the DTC, lobby MPs and MPPs regarding the program's earnings status, and write editorials in various newspapers. We have invited them to potentially host a DTC tax clinic at the Accessibility Fair.

8. Other Business: Lauren suggested we look into the lending library that Sunil is looking after as they have many things to offer. We used them last year for tables and easels during the event.

9. Adjournment

City of Hamilton
Accessible Transportation Services Performance Review
Q1 2025

Owen Quinn
Project Manager, Accessible Transportation Services
Transit Division
Public Works Department
May 27, 2025

This information report provides a summary of key statistical data and performance indicators for first quarter of 2025 along with first quarter of 2024 for comparison.

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

Trips Requested and Trips Provided

See Figure 1, Table 1, and Table 2, below.

Q1 2025 trip demand for Taxi Scrip was not available at the time of this report and will be added to a future report. For Q1 2024, around 96% of demand was for the shared ride service provided by DARTS and 4% was for Taxi Scrip. Also, during the same period, the percentage of total trips delivered versus trips requested was around 70%.

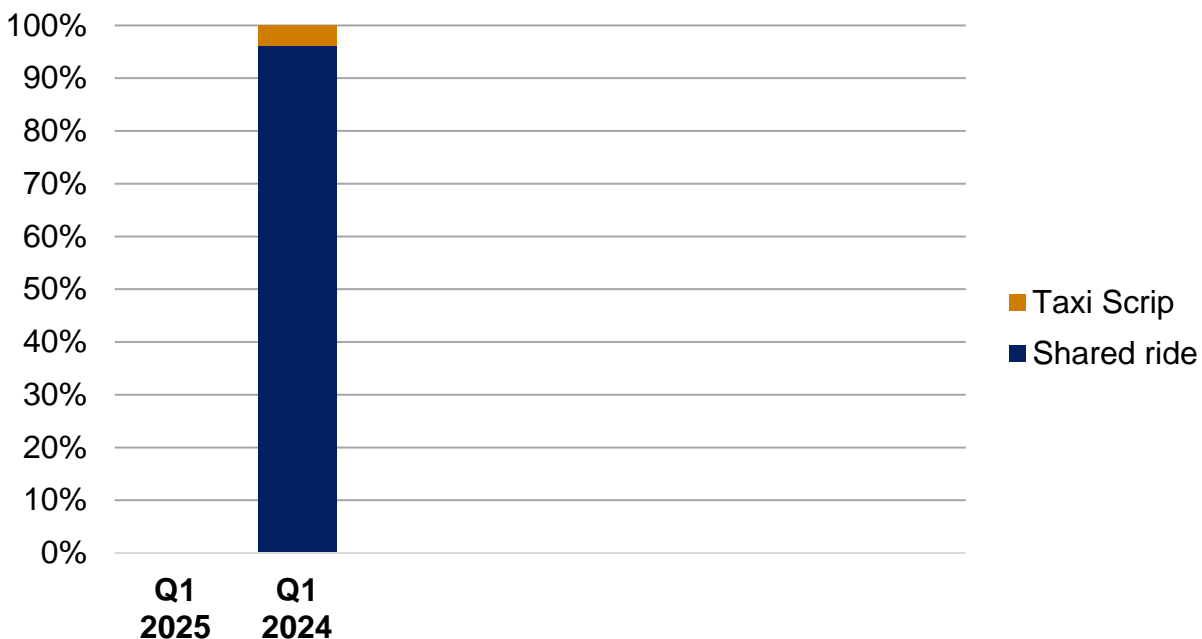


Figure 1: System Demand by Mode: Shared Ride versus Taxi Scrip

Alternative text description for Figure 1 (above): Figure 1 graphs the proportion of system demand by mode, for the shared ride service (DARTS) and for Taxi Scrip. Complete data for Q1 2025 was not available. Q1 2024 shows that most trips requested were for the shared ride service (dark blue bottom portion of bar). Historically, demand is less for Taxi Scrip (the gold top portion of bar). The proportion requested by Taxi Scrip was around 4% for Q1 2024 (See also Table 1 and Table 2, below).

Table 1: System Requested and Delivered Passengers Q1 2025 & Q1 2024

Demand	Q1 2025	Q1 2024
Shared Ride (DARTS): Total Trips Requested	N/A	199,533
Shared Ride (DARTS): Total Trips Delivered	140,091	140,504
TAXI SCRIP: Total Trips Delivered	N/A	7,913
ATS: Total Trips Requested, All Modes	N/A	207,446
ATS: Total Trips Delivered, All Modes	N/A	148,417
ATS % Of Total Trips Delivered vs. Requested, All Modes	N/A	71.5%

Table 2: System Demand by Mode: Shared Ride vs. Taxi Scrip

Demand by Mode	Q1 2025%	Q1 2024%
Shared Ride (DARTS)	N/A	96.2%
Taxi Scrip	N/A	3.8%

Trips Denied, Trips Refused, and Trips Cancelled

While the DARTS denial rate for Q1 2025 (2.7%) was 1% higher than that for Q1 2024 (1.7%), it is still well below the 5% target established by the City's 2004 settlement with the Ontario Human Rights Commission (Tables 3 and 4, and Figure 2, below). The industry best practice is 0% (Canadian Urban Transit Association Specialized Transit Services Industry Practices Review, 2016). Note: the assumption being made is that any trip requested through the Taxi Scrip program is delivered.

Table 3: Rate of Denied Trips: ATS All Modes (Shared Ride and Taxi Scrip)

Rate of Denied Trips: ATS	Q1 2025	Q1 2024
Requested	206,162	207,446
Denied	5,505	3,423
% Denied	2.7%	1.7%

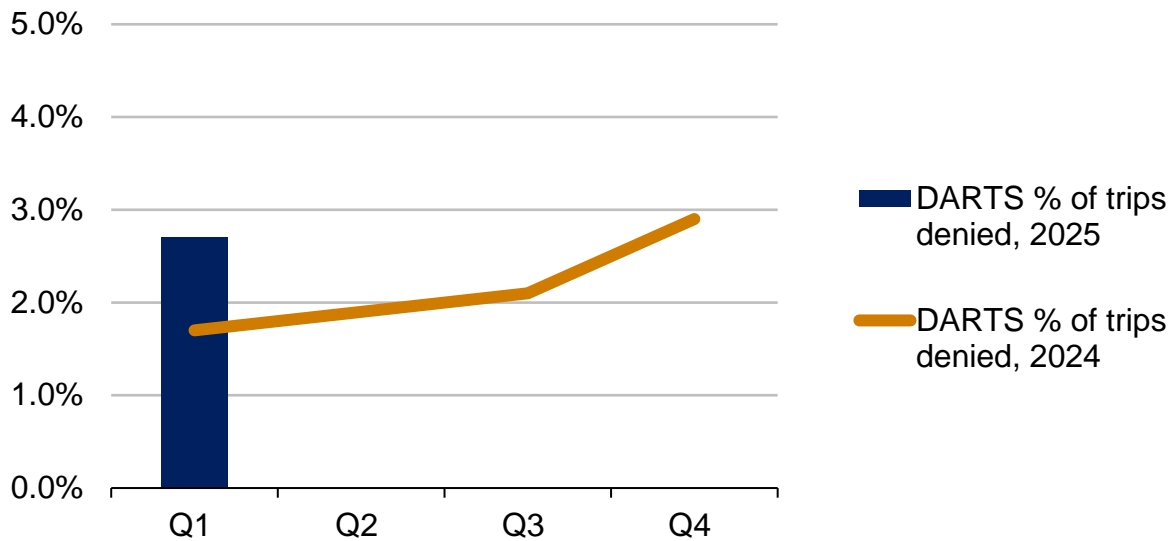


Figure 2: Shared Ride (DARTS) Trips Denied

Alternative text description for Figure 2 (above): The blue bar in the graph in Figure 2 shows the denial rate on the shared ride service (DARTS) was higher for Q1 2025 when compared to Q1 2024 (shown by the gold line); see also Table 4, below.

Table 4: Shared Ride (DARTS) Trips Requested, Provided and Denied

Contractor Trips	Q1 2025	Q1 2024
Requested	206,162	199,533
Provided	140,091	140,504
Denied	5,505	3,423
% Denied	2.7%	1.7%

Table 5: Client Shared Ride (DARTS) Trip Cancellations and Refusals

Client Trip Disposition	Q1 2025	Q1 2024
Trips Cancelled on Time	26,525	22,937
% Cancelled on Time	12.9%	11.5%
Trips Cancelled Late	27,062	25,519
% Cancelled Late	13.1%	12.8%
No Show/ Cancelled at Door	6,869	7,023
% No Show/ Cancelled at Door	3.3%	3.5%
Trips Refused	110	127
% Refused	0.05%	0.06%

As seen in Table 5, above, on-time cancellations for Q1 2025 accounted for 12.9% of trips requested on DARTS, which is higher than the Q1 2024 rate of 11.5%. Trips cancelled on time allow DARTS scheduling staff to adjust schedules and accommodate other trip requests.

The late cancellation rate year to date for Q1 2025 accounted for 13.1% of trips requested; this is slightly higher than the Q1 2024 rate of 12.8%.

The no-show/cancelled at door rate for Q1 2025 accounted for 3.3% of trips requested and is consistent with the rate for Q1 2024 of 3.5%.

The refused trip rate continues to be extremely low (below 0.1%) for Q1 2025, like Q1 2024.

ATS APPLICATIONS

In Q1 2025, Accessible Transportation Services received a total of 617 applications for service of which 573 or 93% were approved. This is consistent with Q1 2024, when ATS received a total of 599 applications of which 565 or 94% were approved (refer to Table 6 and Figure 3, below).

“Applications Received” includes those approved, denied, unable to process (incomplete), or applications where the applicant was deceased or closed their file at time of processing. Applications recorded as “unable to process” were not processed due to critical information left off the application. Many of these applications currently tracked as “unable to process” will end up being approved for service as the required information is submitted.

Table 6: Number of ATS Applications Received and Approved, Q1 2025 and Q1 2024

APPLICATIONS	Q1 2025	Q1 2024
Applications Received	617	599
Deceased/Closed	6	18
Unable to process	37	16
Denied	1	0
Approved – unconditional	451	459
Approved – conditional	5	0
Approved – temporary	82	69
Approved – visitor	35	37
Approved – all categories	573	565
Percentage Approved	92.9%	94.3%

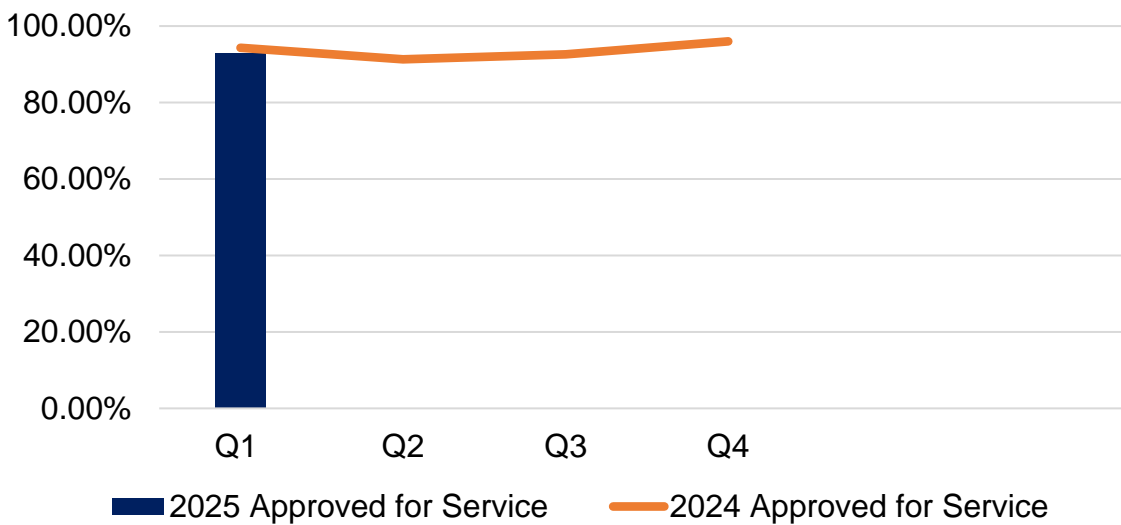


Figure 3: Applications Approved for Service

Alternative text description for Figure 3 (above): The blue bar in Figure 3 shows percentage of applications approved in Q1 2025: 92.9% were approved. This is close to Q1 2024, when 94.3% of applications were approved, as shown by the gold line that illustrates the trend across 2024. See also Table 6, above.

Contractor (DARTS) Call Centre Trends

Table 7: Contractor (DARTS) Call Centre Queue Productivity

Queue Productivity	Q1 2025	Q1 2024
Inbound Calls	110,596	101,651
Calls Handled by Agents	91,977	84,671
Calls Abandoned by Clients	18,619	16,980
Transfer Rate	83.16%	83.3%
Abandoned Rate	16.84%	16.70%
Abandoned > 30 s	14,588	13,387
Abandoned > 30 s Rate	13.19%	13.17%
Service Level	71.75%	70.99%
Average Wait Time	00:03:45	00:03:59
Average Abandoned Wait Time	00:02:39	00:02:45

DARTS call centre data (Table 7, above) is included to capture concerns expressed by the Accessibility Committee for Persons with Disabilities about calls abandoned by clients who are attempting to book trips, which would not be captured in the trip denial rate in Table 4.

The call centre service level, which is calculated using the number of calls that are abandoned after the acceptable wait time of five minutes, demonstrated steady improvement over 2024, and the 2025 trend is still holding. Overall, call centre performance has improved year over year. Call centre terms are defined in Appendix 2.

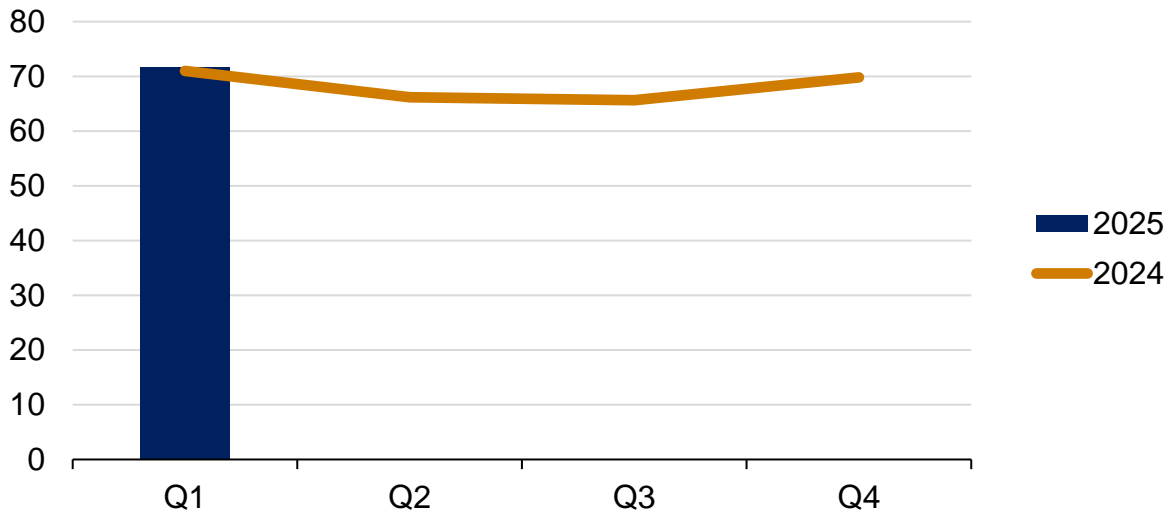


Figure 4: Contractor (DARTS) Calls Answered within Five Minutes

Alternative text description for Figure 4 (above): The vertical blue column shows the service level of calls answered for Q1 2025, compared to the trend across each quarter in 2024, which is shown by the gold line above it. The service level has increased from Q1 of 2024 and is higher than any quarter in 2024 (see also Table 7, above).

DARTS ON-TIME PERFORMANCE

The City's 2004 settlement with the Ontario Human Rights Commission 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) (Canadian Urban Transit Association Specialized Transit Services Industry Practices Review, 2016).

In Q1 2025, DARTS had a 98.2% on-time performance which is slightly lower when compared to Q1 2024, when DARTS had a 98.8% on-time performance rate. This rate is within the target established in the 2004 Ontario Human Rights Commission settlement agreement (95% on-time performance). See Table 8 and Figure 5, below.

Table 8: Contractor (DARTS) On-Time Performance

Service Metrics	Q1 2025	Q1 2024
Total Trips Provided	140,091	140,504
Total Number of Late Trips	2,650	1,748
% of Trips Completed on Time	98.2%	98.8%

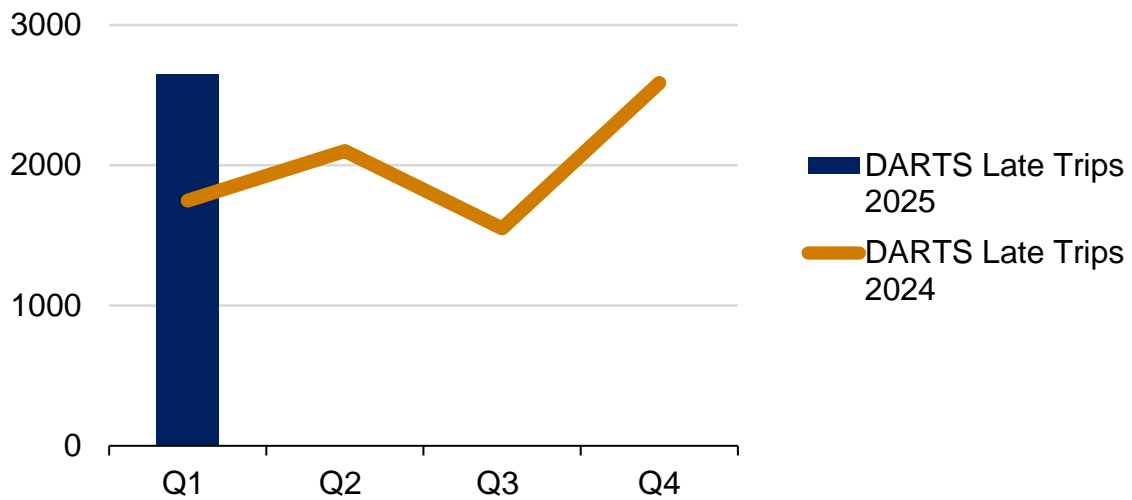


Figure 5: DARTS Late Trips

Alternate text for Figure 5 (above): The vertical blue column in Figure 5 shows the number of late trips for Q1 2025 compared to the trend across each quarter in 2024, which is shown by the gold line above it. The number of late trips for Q1 2025 (2,650 trips) was significantly higher than Q1 2024 (1,748 trips). Refer to Table 8, above.

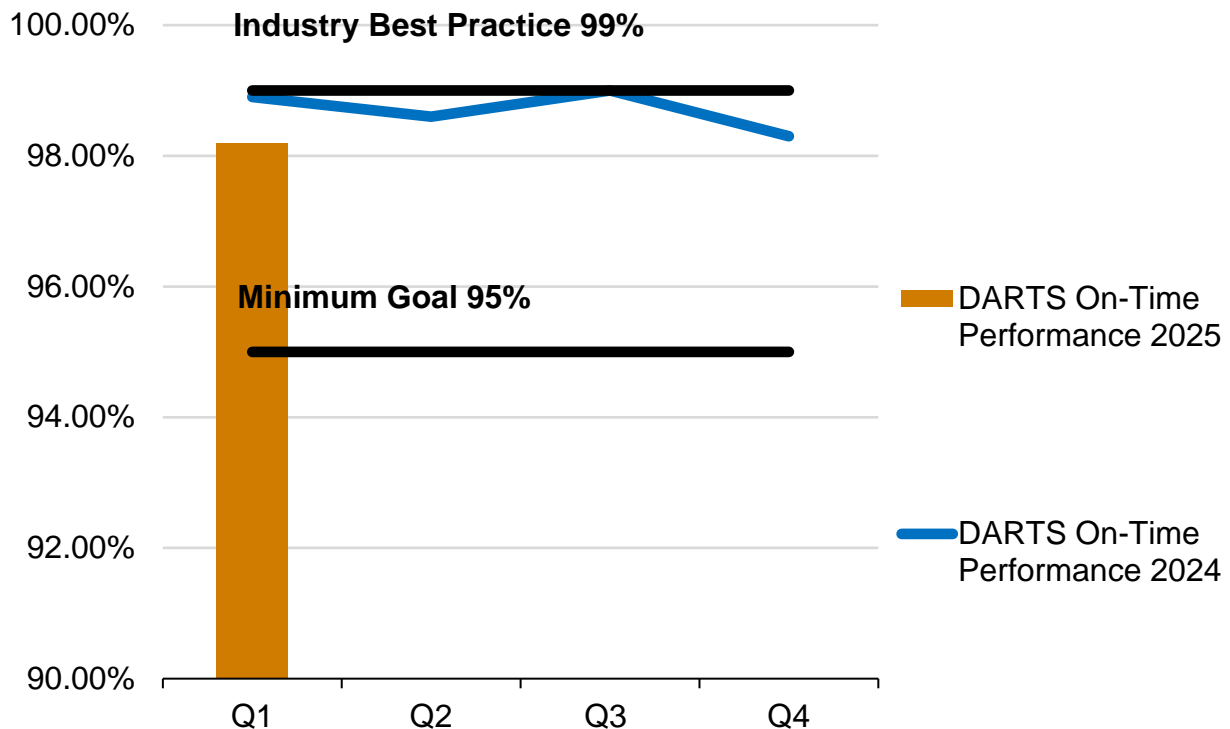


Figure 6: DARTS On Time Performance

Alternate text for Figure 6: The solid blue line shows the DARTS on-time performance trend across all quarters of 2024. 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 Ontario Human Rights Commission in 2004. The vertical gold bar shows that on-time performance for Q1 2025 is below 99%. This is lower than it was in Q1 2024, as shown by the blue line (see also Table 8, above).

COMPLAINTS

See Table 9 and Table 10, below.

In Q1 2025, ATS counted 2.5 total complaints per thousand DARTS trips. This is an improvement when compared to Q1 2024 wherein ATS counted 3.2 total complaints per thousand DARTS trips. This number is still higher than the industry standard but only slightly higher than the 2016 industry average.

The industry best practice is 1.0 complaint per 1,000 trips. The 2016 CUTA average for large systems is 2.1 complaints per 1,000 trips. (CUTA Specialized Transit Services Industry Practices Review, 2016).

Please note for the Q1 2024 counts, there are still approximately two weeks of complaints data missing from February 2024.

Table 9: Complaints per Thousand Trips (TOTAL COMPLAINTS RECEIVED)

Year	Complaints per Thousand ATS Trips, All Modes	ATS and DARTS Complaints per Thousand DARTS Trips
Q1 2025	N/A	2.5
Q1 2024	3.0	3.2

Table 10: Complaints Received by Complaint Type: ATS and DARTS

Complaint Type	Q1 2025	Q1 2024
Service Performance	269	354
Staff Performance	67	72
Service Sufficiency	19	24
TOTAL	355	450

Table 10 breaks down complaints according to three general categories:

The service performance category includes complaints where the service as performed did not meet expectations. These include 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.

The staff performance category includes complaints where staff conduct did not meet expectations, including complaints about staff conduct or driving habits. This is the second most frequent category of complaint.

The service sufficiency category captures complaints where the service was not enough to meet customer needs, including complaints about subscription trips or waiting lists. Taxi Scrip complaints are captured in this category. This is the least frequent category of complaint year to date.

DARTS and subcontractor complaints are sent to DARTS for investigation. Where these complaints are deemed unfounded by DARTS, and if ATS concurs with this outcome, they are not included in the count of validated complaints. Outstanding complaints that have been processed to DARTS for which ATS has not received an investigation outcome at time of report are also counted as valid. Complaints against DARTS also include DARTS reservations, scheduling, dispatch, and on-street service. Complaints against subcontractors include on-street service only.

Table 11, below, reports validated complaints for Q1 2025. Appendix 1 of this report, below, includes details from contacts logged in Q1 2025, according to provider.

Table 11: Validated Complaints per Thousand Trips for DARTS and DARTS Subcontractors, Q1 2025

Provider	Number of Trips Q1 2025	Validated Complaint Count Q1 2025	Validated Complaints/ 1000 Trips Q1 2025
DARTS	61,160	231	3.8
VETS	33,441	35	1.0
Hamilton Rising	45,006	55	1.2
Hamilton Cab	484	1	2.0
TOTAL	140,091	322	2.3

COMMENDATIONS

For Q1 2025, data indicates an average commendation rate of 0.5 per thousand DARTS trips, which is the same rate as for Q1 2024. The industry best practice is 1 commendation per 1,000 trips, and the 2016 CUTA average for large systems is 0.36 commendations per 1,000 trips (CUTA Specialized Transit Services Industry Practices Review, 2016).

Table 12: Commendations per Thousand Trips

Year	Commendations per Thousand ATS Trips, All Modes	ATS and DARTS Commendations per Thousand DARTS Trips
Q1 2025	0.5	0.5
Q1 2024	0.5	0.5

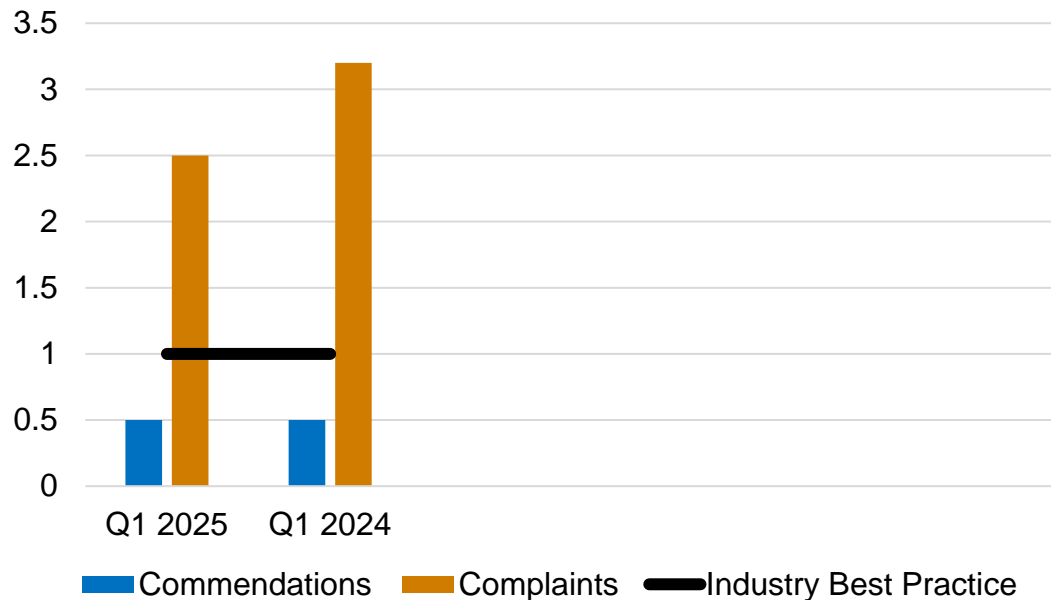


Figure 7: Accessible Transportation Services and DARTS Commendations and Complaints per Thousand DARTS Trips

Alternate text for Figure 7 (above): Figure 7 graphs Accessible Transportation Services and DARTS commendations and complaints per thousand trips for Q1 2025 and Q1 2024. The clustered vertical columns compare commendations to complaints. The vertical blue columns show commendations per thousand trips and the vertical orange columns 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 in Q1 2025 complaints per thousand trips were lower than Q1 2024. ATS and DARTS complaints per thousand trips are still higher than the industry standard. Commendations per thousand trips for Q1 2025 and Q1 2024 have remained consistent. See also Tables 9 and 12, above.

Trip Counts, Service Kilometres, and Service Hours for DARTS and Subcontractors

Table 13: Total Service Kilometres and Service Hours: DARTS and Subcontractors, Q1 2025

Provider	Trips Q1 2025	Service KM Q1 2025	Service Hours Q1 2025
DARTS	61,160	610,508	30,149
VETS	33,441	364,690	14,198
Hamilton Rising	45,006	472,655	19,117
Hamilton Cab	484	10,292	456
Q1 2025	140,091	1,458,145	63,920

Table 13 (above) breaks down service hours and kilometres for DARTS and its subcontractors, as requested by Accessibility Committee for Persons with Disabilities.

In Q1 2025, 484 trips were delivered by demand taxi, when appropriate for ATS individual client travel needs, to meet the service standard.

Appendix 1 Validated Complaints Q1 2025: Detail

Q1 2025 validated complaints for DARTS and their subcontractors by Feedback Subtype are shown in the table below.

Department	Count of Feedback Subtype
DARTS Dispatch	22
Error address/date	2
Miscellaneous	2
No show	1
On hold/ can't connect	4
Pickup/ drop off outside window	2
Staff conduct	9
Trip missed	2
DARTS On Street	65
Driving habits	4
Error address/date	3
Injured passenger	2
Miscellaneous	2
No door to door	6
Policies	1
Pickup/ drop off outside window	8
Scheduled on board time	4
Staff conduct	17
Trip missed	18
DARTS Reservations	30
Can't book required time	3
Error address/date	8
No show	1
On hold/ can't connect	5
Miscellaneous	3
Staff conduct	5
Trip missed	1
Waiting List	2
Time Change	1
Fares	1

Appendix 1 Validated Complaints Q1 2025: Detail (continued)

DARTS Scheduling	114
Error address/date	2
Miscellaneous	5
Pickup/ drop off outside window	57
Scheduled on board time	25
Staff conduct	1
Subscriptions	9
Trip missed	14
Fares	1
Hamilton Rising	55
Driving habits	13
Error address/date	2
Injured passenger	2
Miscellaneous	1
No door to door	2
Pickup/ drop off outside window	3
Scheduled on board time	3
Staff conduct	18
Trip missed	7
No show	3
Vehicle condition	1
VETS	35
Driving habits	2
Error address/date	4
No door to door	5
Pickup/ drop off outside window	5
Scheduled on board time	2
Staff conduct	10
Trip missed	5
Vehicle condition	1
Fares	1
TAXI	1
Trip missed	1
Grand Total	322

Appendix 2 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 pickup 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

Appendix 2 Definition of Terms (continued)

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.

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.

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.

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 $\frac{[\text{calls transferred within 5 minutes}]}{([\text{calls transferred}] + [\text{calls abandoned after 5 minutes}])} * 100$

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

Appendix 2 Definition of Terms (continued)

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.

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.

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.

Client Refused Trip: A refused trip occurs when a client does not accept the travel times provided at the time of booking.

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



ACCESSIBILITY COMMITTEE FOR PERSONS WITH
DISABILITIES TRANSPORTATION WORKING GROUP

ACCESSIBLE TRANSPORTATION SERVICES PERFORMANCE REVIEW Q1 2025

May 27, 2025

Michelle Martin

Accessible Transportation Services Performance Review Q1 2025
Public Works/ Transit/ Accessible Transportation Services

Accessible Transportation Services Performance Review Q1 2025

Slide 2

Figure 1: System Demand by Mode: Shared Ride versus Taxi Scrip

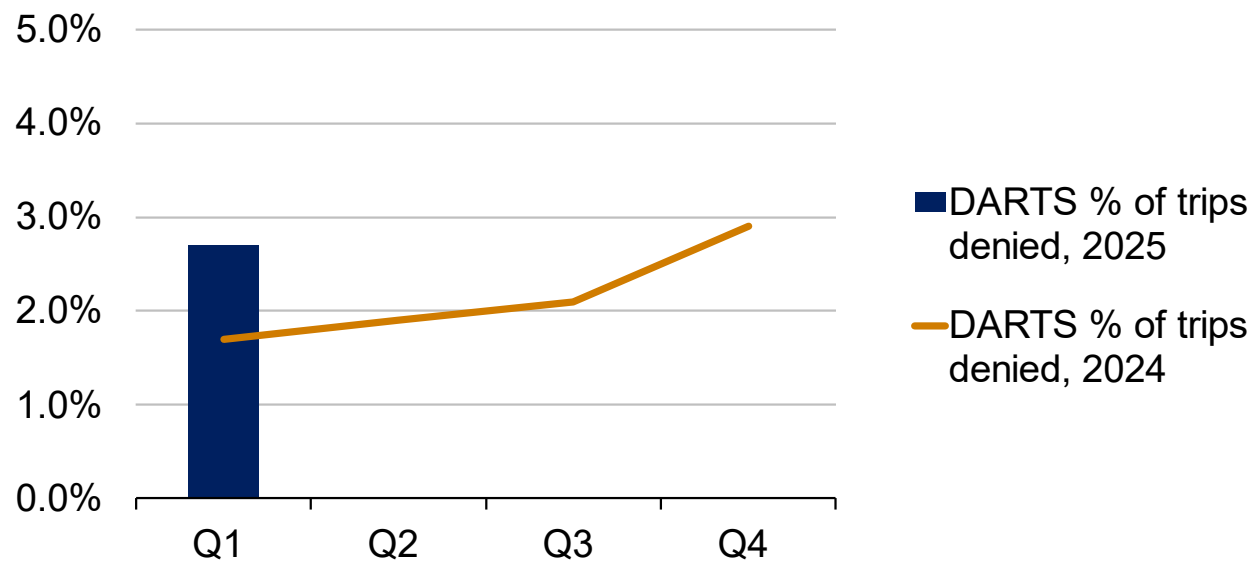


2

Figure 1: System Demand by Mode: Shared Ride versus Taxi Scrip

Figure 1 graphs the proportion of system demand by mode, for the shared ride service (DARTS) and for Taxi Scrip. Complete data for Q1 2025 was not available. Q1 2024 shows that most trips requested were for the shared ride service (dark blue bottom portion of bar). Historically, demand is less for Taxi Scrip (the gold top portion of bar). The proportion requested by Taxi Scrip was around 4% for Q1 2024 (See also Table 1 and Table 2 in the report).

Slide 3

Figure 2: Shared Ride (DARTS) Trips Denied

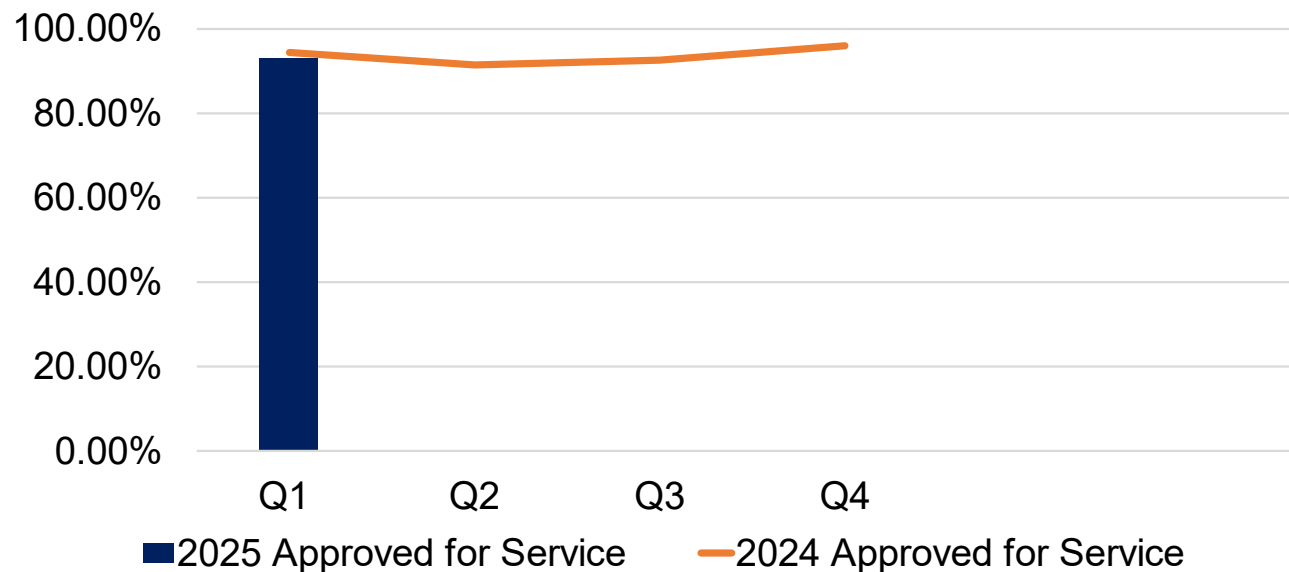
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Figure 2: Shared Ride (DARTS) Trips Denied

The blue bar in the graph in Figure 2 shows the denial rate on the shared ride service (DARTS) was higher for Q1 2025 when compared to Q1 2024 (shown by the gold line); see also Table 4 in the report.

Slide 4

Figure 3: Applications Approved for Service



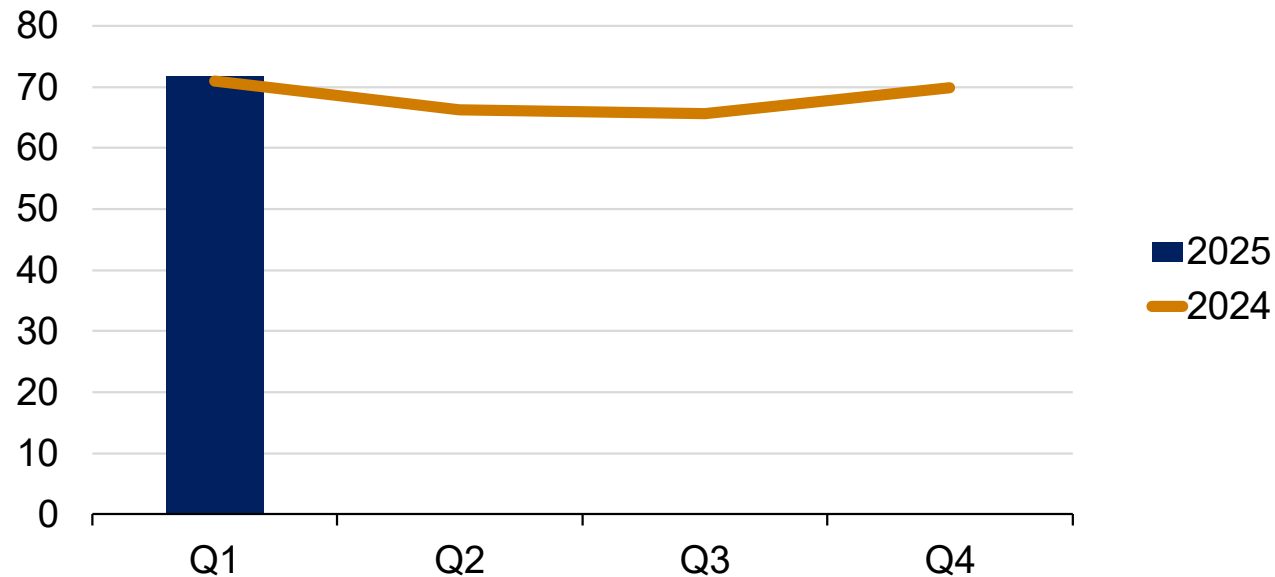
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Figure 3: Applications Approved for Service

The blue bar in Figure 3 shows percentage of applications approved in Q1 2025: 92.9% were approved. This is close to Q1 2024, when 94.3% of applications were approved, as shown by the gold line that illustrates the trend across 2024. See also Table 6 in the report.

Slide 5

Figure 4: Contractor (DARTS) Calls Answered within Five Minutes



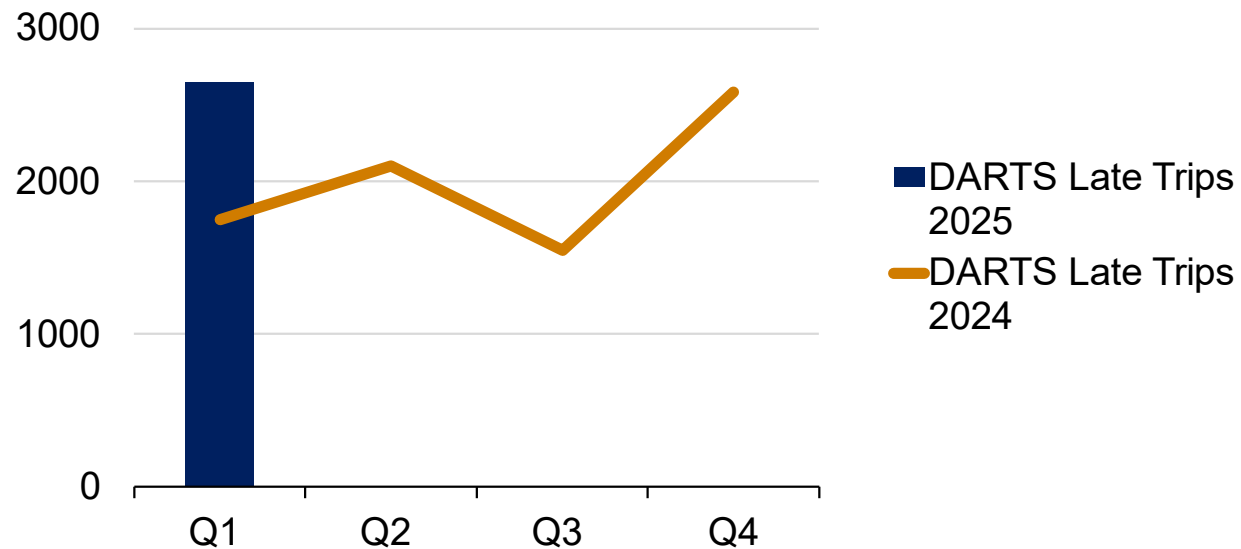
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Figure 4: Contractor (DARTS) Calls Answered within Five Minutes

The vertical blue column shows the service level of calls answered for Q1 2025, compared to the trend across each quarter in 2024, which is shown by the gold line above it. The service level has increased from Q1 of 2024 and is higher than any quarter in 2024 (see also Table 7 in the report).

Slide 6

Figure 5: DARTS Late Trips



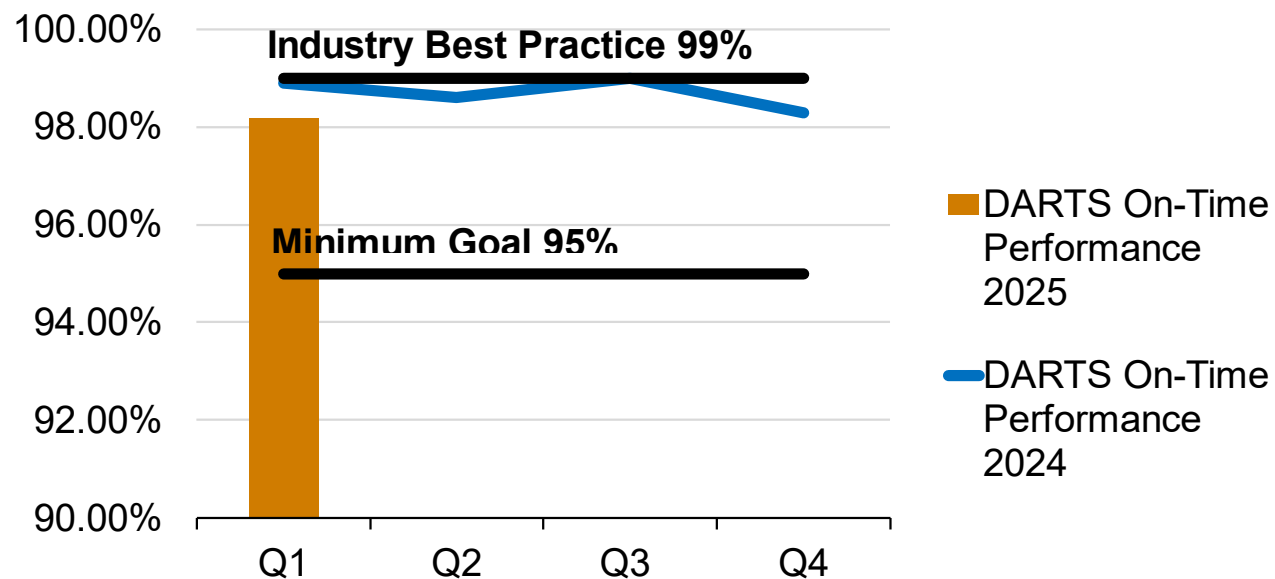
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Figure 5: DARTS Late Trips

The vertical blue column in Figure 5 shows the number of late trips for Q1 2025 compared to the trend across each quarter in 2024, which is shown by the gold line above it. The number of late trips for Q1 2025 (2,650 trips) was significantly higher than Q1 2024 (1,748 trips). Refer to Table 8 in the report.

Slide 7

Figure 6: DARTS On Time Performance



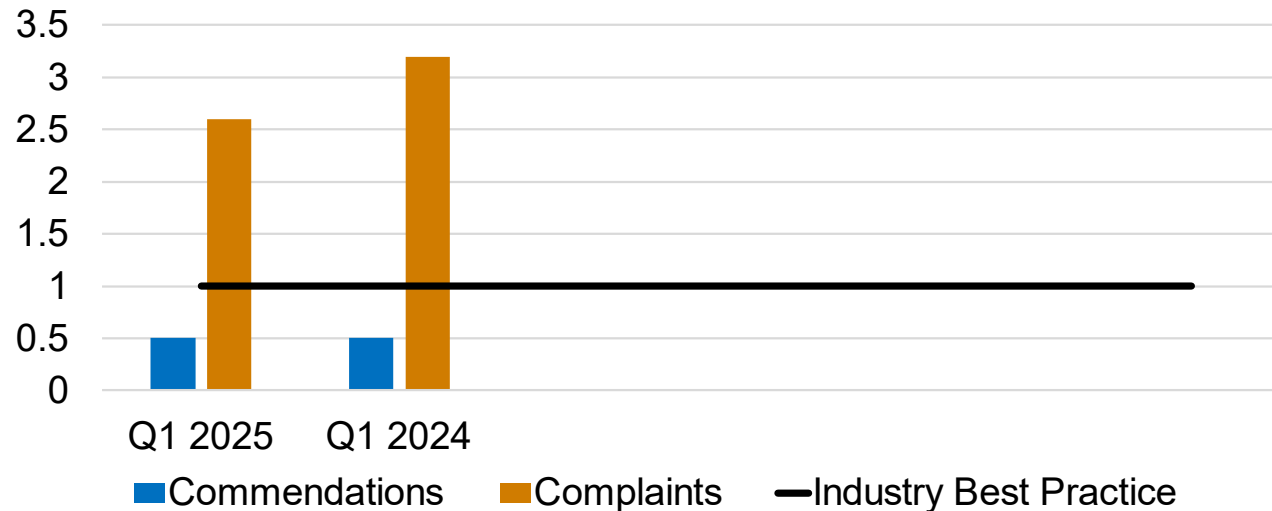
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Figure 6: DARTS On Time Performance

The solid blue line shows the DARTS on-time performance trend across all quarters of 2024. 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 Ontario Human Rights Commission in 2004. The vertical gold bar shows that on-time performance for Q1 2025 is below 99%. This is lower than it was in Q1 2024, as shown by the blue line (see also Table 8 in the report).

Slide 8

Figure 7: Accessible Transportation Services and DARTS Commendations and Complaints per Thousand DARTS Trips



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Figure 7: Accessible Transportation Services and DARTS Commendations and Complaints per Thousand DARTS Trips

Figure 7 graphs Accessible Transportation Services and DARTS commendations and complaints per thousand trips for Q1 2025 and Q1 2024. The clustered vertical columns compare commendations to complaints. The vertical blue columns show commendations per thousand trips and the vertical orange columns show complaints per thousand trips.

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Slide 9



THANK YOU

Thank you.



Transforming Civic Engagement Community Liaison Groups

Accessibility Committee for Persons with Disabilities

June 10, 2025

Overview: Hamilton's 14 Volunteer Advisory Committees (Local Boards)

Audit, Finance & Administration:

- Committee Against Racism
- Women and Gender Equity
- Immigrant and Refugees
- Hamilton Indigenous Advisory
- Mundialization

General Issues:

- Arts Advisory
- Climate Change

Emergency & Community Services:

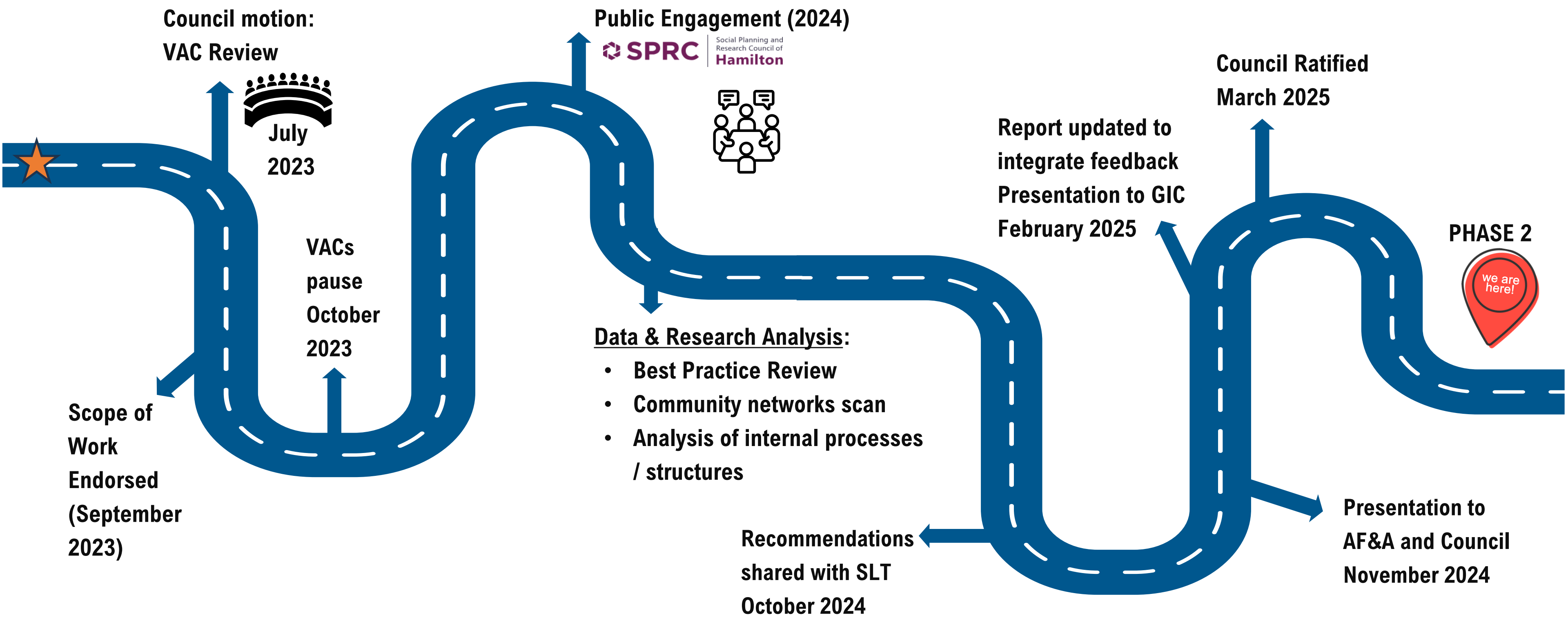
- Hamilton Veterans
- Housing and Homelessness
- LGBTQ Advisory
- Seniors Advisory

Public Works:

- Hamilton Cycling
- Keep Hamilton Clean and Green

Public Health: Food Advisory

The Journey so far



How did we get here? Why?

Volunteer Advisory Committee Review



Priority 3: Responsiveness & Transparency

Get more people involved in decision making & problem solving

- Last Volunteer Advisory Committee review (2015)
- Council Motion 11.1 (July 13, 2023)
- Council-directed scope of work (Sept 2023)
- Guided by Term of Council Priorities & municipal best practices
- Recommendations to align with Hamilton's Public Engagement Policy

Public Engagement Policy Key Directions

“Getting more people involved in City-led **decision-making**”

Adopted by Council in January 2024 to:

- Achieve a **consistent, strategic, and outcomes-driven** approach to public engagement
- **Increase impact** of City-led decision-making processes
- **Advance trust** and strengthen relationships with members of the public who are impacted by decisions

Public Engagement Principles

Hamilton’s approach to public engagement is guided by five **principles** that support open, transparent, accountable, equitable and inclusive public engagement activities:



Building Trust and Relationships



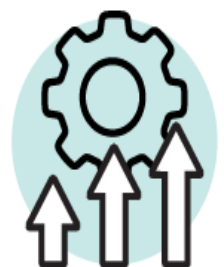
Adapting Along the Way



Every Voice is Valued



Continuously Improving



Clear, Timely and Transparent Information

VAC Review: Engagement Methods

Who did we engage?

- 56 current VAC members
- 10 City of Hamilton Councillors
- 10 staff liaisons
- City Clerk
- Other cross-departmental groups

What did we do?

- SPRC-led public engagement activities:
- 66 surveys
- 10 interviews
- 1 focus group

7

What We Heard: A Desire for Change

- ✓ Meaningful Engagement
- ✓ Increased Transparency
- ✓ Role Clarity
- ✓ Improved Work Culture
- ✓ Structural Changes
- ✓ Enhanced Training & Development

8

Report CM23025(b) Recommendation:

Transition 14 VACs to Community Liaison Group (CLG) model

- ✓ Responds to Council directions from November 2024
- ✓ Reflects experiences from VAC members
- ✓ Reduces barriers to support meaningful participation
- ✓ Alignment to relevant departmental work plans
- ✓ Implements Hamilton's Public Engagement Policy
- ✓ Creates training and support opportunities for CLG members

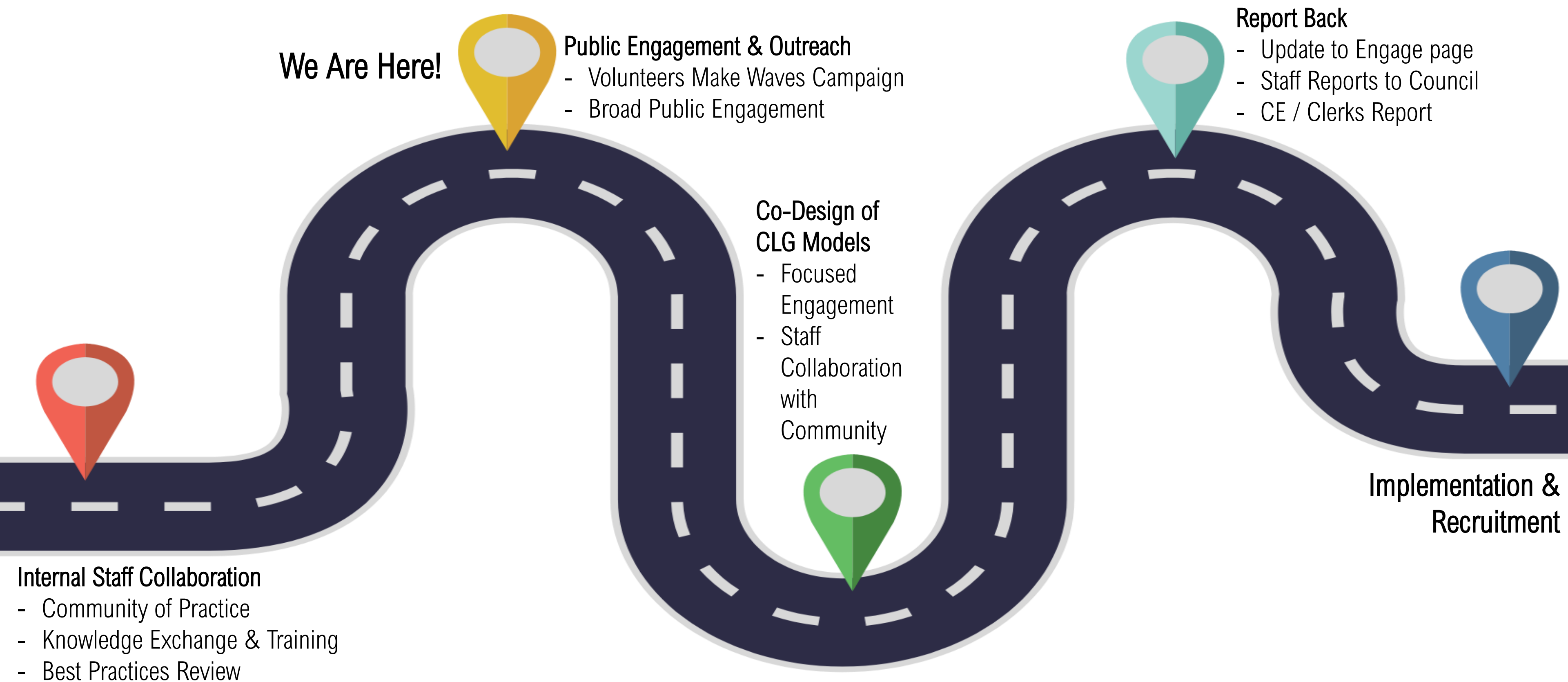
Benefits:

- Resident-led with support from City staff
- Roles and responsibilities are established by CLG members
- CLGs reflect community interest and needs

Next Steps: What do we have to do?

- **We know the “Why”** – meaningful engagement, transparency, reduced barriers to participation, role clarity, training and improved culture of support.
- **What do we have to do?**
 - Resident-led, staff facilitated Community Liaison Groups (CLG)
 - CLG models to be created to replace VACs
 - Not all CLGs need to have the same model/process
 - 1 year report-back from Departments to Committees of Council
 - Approval and Implementation of new models
 - Recruitment of volunteer members

Project Roadmap: How will we do it?

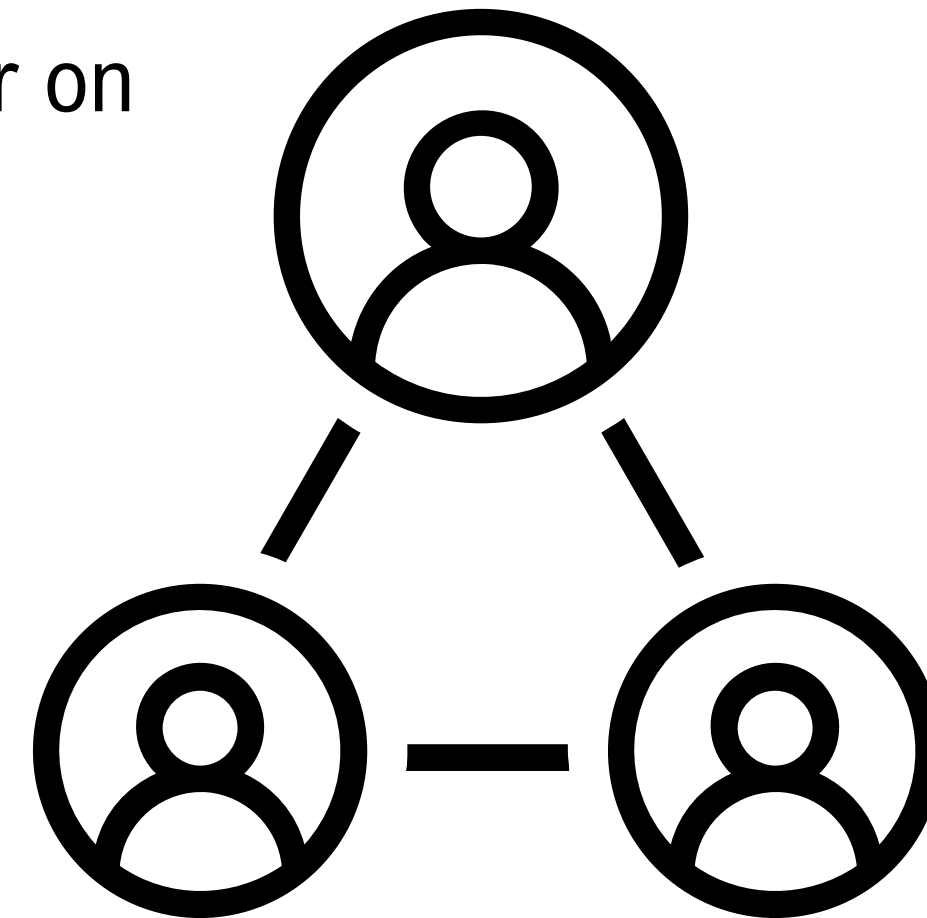


Project Roadmap: Phase 2

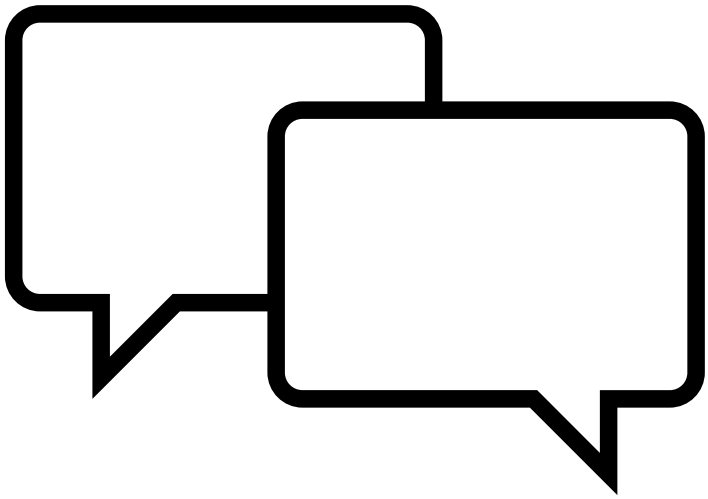
Inter-Departmental Collaboration and Review

Many City departments are working together on the transition:

- City Manager's Office
- Office of the Clerk
- Department staff supporting CLGs
- Finance



Share Your Voice Community Engagement



- Tell us what motivates or inspires you to volunteer
- <https://engage.hamilton.ca/volunteer>

Volunteers Make Waves

Valuing Volunteer Voices



Home / Volunteers Make Waves: Valuing Volunteer Voices

Volunteers Make Waves: Valuing Volunteer Voices

Together, We Create Ripples of Change

The theme for [National Volunteer Week 2025](#) is "Volunteers Make Waves". It highlights the power, impact, and importance of individual and collective volunteer efforts across our city and our country. Like a wave, volunteering is movement building and the ripple effects are felt throughout community.

VOLUNTEERS MAKE WAVES:

VALUING VOLUNTEER VOICES

We're celebrating our amazing volunteers - **YOU!**
Share your stories and tell us how we can support
and recognize YOU for your commitment to
Hamilton's communities.

**SHARE YOUR STORIES
AND IDEAS TODAY!**

To learn more, visit:
www.engage.hamilton.ca/volunteer



Share your ideas

Share your Stories

Take the 2 question survey



Call to Action

Be Part of the Change!

- This is an opportunity to reshape how the City engages with residents on issues that matter to them.
- More flexible structures for civic engagement can reduce barriers to participation, enhance informed decision-making efforts, and make volunteer experiences more impactful.
- **What do you think would make this Community Liaison Group more inclusive, and flexible?**

Thank you!

For more information, contact:

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Sunil Angrish, Project Manager, Community Inclusion & Equity
sunil.angrish@hamilton.ca