



**City of Hamilton**  
**ACCESSIBILITY COMMITTEE FOR PERSONS WITH**  
**DISABILITIES REVISED**

**Meeting #:** 25-007  
**Date:** July 8, 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

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	<b>Pages</b>
<b>1. CALL TO ORDER</b>	
<b>2. CEREMONIAL ACTIVITIES</b>	
<b>3. APPROVAL OF AGENDA</b>	
(Added Items, if applicable, will be noted with *)	
<b>4. DECLARATIONS OF INTEREST</b>	
<b>5. APPROVAL OF MINUTES OF PREVIOUS MEETING</b>	
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<b>6. DELEGATIONS</b>	
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### 7.1 Customer Relationship Management 15

*This Item includes a Presentation.*

### 7.2 Built Environment Working Group Update

#### a. Built Environment Working Group Meeting Notes - June 3, 2025 19

#### \*b. Built Environment Working Group Meeting Notes - July 2, 2025 25

### 7.3 Housing Working Group Update (no copy)

### 7.4 Outreach Working Group Update

#### a. Outreach Working Group Meeting Notes - June 17, 2025 31

### 7.5 Strategic Planning Working Group Update (no copy)

### 7.6 Transportation Working Group Update

#### a. Transportation Working Group Meeting Notes - May 27, 2025 37

#### b. Transportation Working Group Meeting Notes - June 24, 2025 43

### 7.7 Open Spaces and Parklands Working Group Update (no copy)

### \*7.8 PW25049 47

Accessible Transportation Services Late Cancellation  
and No Show Policy (City Wide)

*This Item includes a Presentation.*

- \*7.9 Response from the Accessibility Committee for Persons with Disabilities respecting the Fare Assist Pilot Project Interim Report PW23024(c) 77

## **8. ITEMS FOR CONSIDERATION**

## **9. MOTIONS**

- 9.1 Attendance by the Accessibility Committee for Persons with Disabilities to the L'Arche Walk and Roll 81
- 9.2 Registration Fees for the "Ability First" Accessibility Fair, September 4, 2025 83

## **10. NOTICE OF MOTIONS**

## **11. GENERAL INFORMATION / OTHER BUSINESS**

## **12. ADJOURNMENT**





## **ACCESSIBILITY COMMITTEE FOR PERSONS WITH DISABILITIES**

### **MINUTES ACPD 25-006**

4:00 p.m.

June 10, 2025

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

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

**Absent with**

**Regrets:** H. Bonenfant, L. Dingman, C. Hernould,  
L. Johanson

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### **1. CALL TO ORDER**

Chair J. Kemp called the meeting to order at 4:07 p.m.

### **2. CEREMONIAL ACTIVITIES**

The Legislative Coordinator read the Land Acknowledgement.

Refer to the July 9, 2025 General Issues Committee Minutes for the disposition of these matters.

### **3. APPROVAL OF AGENDA**

**(Kilburn/Maurice)**

That the agenda for the June 10, 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 May 13, 2025**

**(McNeil/Janosi)**

That the minutes of the May 13, 2025, Accessibility Committee for Persons with Disabilities, be adopted, as presented.

**CARRIED**

### **6. DELEGATIONS**

There were no Delegations.

### **7. ITEMS FOR INFORMATION**

J. Kemp relinquished the Chair to J. Maurice in order to provide the Built Environment Working Group Update (Item 7.1), the Housing Working Group Update (Item

Refer to the July 9, 2025 General Issues Committee Minutes for the disposition of these matters.

7.2) and the Outreach Working Group Update (Item 7.3).

### **7.1 Built Environment Working Group Update (no copy)**

(a) J. Kemp provided a verbal update.

### **7.2 Housing Working Group Update**

(a) Housing Working Group Meeting Notes – May 20, 2025

### **7.3 Outreach Working Group Update**

(a) Outreach Working Group Meeting Notes – May 20, 2025

J. Kemp assumed the Chair.

### **7.4 Transportation Working Group Update**

(a) Accessible Transportation Services  
Performance Report – Q1 2025

### **7.5 Strategic Planning Working Group Update (no copy)**

No update.

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

No update.

## **7.7 Transforming Civic Engagement – Community Liaison Groups – REVISED**

Sunil Angrish, Project Manager, Community Inclusion & Equity addressed Committee respecting Transforming Civic Engagement – Community Liaison Groups, with the aid of a PowerPoint presentation.

## **7.8 PW25041 Accessible Transportation Services Customer Survey Data**

Marco Mostacci, Senior Project Manager – Specialized Transit, and Owen Quinn, Project Manager – Transit Customer Loyalty addressed Committee respecting Memorandum PW25041, Accessible Transportation Services Customer Survey Data.

## **7.9 Protected Intersection Guidelines**

Callaway Johnson, Project Manager – Sustainable Mobility Planning, addressed Committee respecting Protected Intersection Guidelines, with the aid of a PowerPoint presentation.

Refer to the July 9, 2025 General Issues Committee Minutes for the disposition of these matters.



**(Kilburn/McNeil)**

That the following Items for Information, be received:

7.1 Built Environment Working Group Update

7.2 Housing Working Group Update

- (a) Housing Working Group Meeting Notes – May 20, 2025

7.3 Outreach Working Group Update

- (a) Outreach Working Group Meeting Notes – May 20, 2025

7.4 Transportation Working Group Update

- (a) Accessible Transportation Services Performance Report – Q1 2025

7.7 Transforming Civic Engagement – Community Liaison Groups – REVISED

7.8 PW25041

Accessible Transportation Services Customer Survey Data

7.9 Protected Intersection Guidelines

**CARRIED**

## **8. ITEMS FOR CONSIDERATION**

There were no Items for Consideration.

## **9. MOTIONS**

There were no Motions.

## **10. NOTICE OF MOTIONS**

There were no Notice of Motions.

## **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,

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Carrie McIntosh  
Legislative Coordinator  
Office of the City Clerk

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James Kemp  
Chair, Accessibility  
Committee for Persons with  
Disabilities

Refer to the July 9, 2025 General Issues Committee Minutes for the disposition of these matters.

**Refer to the July 9, 2025 General Issues Committee Minutes for the disposition of these matters.**



Submitted on Thu, 05/29/2025 - 12:23

Reference number 70700

Submitted on

## Committee Requested

Committee

Advisory Committee for Persons with Disabilities

Will you be delegating in-person or virtually?

Virtually

Will you be delegating via a pre-recorded video?

No

## Requestor Information

Requestor Information

Chris Heidebrecht

McMaster University



Preferred Pronoun

she/her

Reason(s) for delegation request

I'm a PhD student at McMaster, conducting research on extreme heat in Hamilton. I would like to introduce members of the ACPD to a study that I will be conducting in the summer: Community Co-Design of a Heat Risk Resource to Promote Awareness and Action to Address Heat Injustice.

Will you be requesting funds from the City?

No

Will you be submitting a formal presentation?

Yes





# CUSTOMER RELATIONSHIP MANAGEMENT

July 8, 2025

# Project Overview

## Stage 1 (Completed)

- Basic case management

## Stage 2 (Completed)

- Enhanced case management

## Stage 3 (In Process)

- Public access
  - Portal
  - History



- Accessible by design (WCAG 2.0 Level AA)
- Digital alternatives
  - Hard copy
- Natural language
- User centric
- Feedback



Hamilton

THANK YOU

# **ACPD's Built Environment Working Group Meeting Notes**

**June 3<sup>rd</sup>, 2025**

**Virtual Teams Meeting**

**4:00PM – 6:00PM**

**Members in Attendance:** Paula Kilburn, Hargun Kaur, Cara Hernould, James Kemp

**Also in Attendance:** Jessica Bowen, Justin Joseph, Camila Grullón

**Members Absent:** Lance Dingman, Levi Janosi

## **1. Welcome and Introductions**

**2. Approval of June 3<sup>rd</sup> Agenda:** Agenda was approved.

## **3. Accessibility of Entertainment Venues in**

**Downtown Hamilton:** Justin Joseph came and spoke to us regarding the Convention Centre renovation. He explained how the entertainment facilities have been leased from the City on an extended lease and while they together comprise a consortium, each group is

responsible for their own facility. Justin's group is looking after the Convention Centre only. We will have to contact the other companies individually. Justin began by giving us an overview of the renovations. The facility is being designed as a bare bones approach (or perhaps an open concept) with each renter being responsible for their own signage and other amenities. Justin went through some of the accessibility upgrades they are working on, like accessible countertops at concession stations or sensory rooms to assist people when needed. We discussed the need for appropriate wayfinding and colour contrasting; again, this is supposed to be done by the tenants for each event. We discussed tactile surfacing and Justin agreed a textured mat is preferable to a button plate. Elevator system will be untouched as they believe it is still AODA compliant. Washrooms will now have no outer door much like stadium facilities. Justin cannot confirm that appropriate hearing loops are installed at the facility. We discussed support person admission and Justin explained that it was arranged by the ticketing agents, not the facility management, but agreed that we should have a choice to pay depending on the circumstance as he has had that issue when taking his son to events. We have agreed to meet again in

February in order to tour the facilities as it nears completion.

Before Justin left, he asked to speak to us about an issue that he has had a problem with recently. Justin explained further about how his son has disabilities and they are having issues when playing in playgrounds. Justin asked if there could be some sort of signage explaining what all the accessible equipment was designed to do and who it was meant for. He gave us an example of a parent using the accessible saucer swing with their child that was not in need of specialized equipment. Justin explained that his son would like to use the equipment as he does have need of the swing; the parent responded rudely and refused to cede or even share the equipment. Justin explained that he suggested signage to City Staff and they seemed reluctant to declare a particular amenity for accessible needs only, everybody should have access regardless of need, much like an autodoor. Chair suggested that an education program might serve us better here, especially if we aim the campaign at children. They will be better at informing their parents what each amenity is for and who should be using it simply by setting an example. Jessica agreed that her children have done much the same with her and that it is probably the best approach. We agreed to add this to

the BEWG OBL and maybe approach the HWDSB or the HWCDSB to discuss the aforementioned education campaign as well as explore the possibility of a sign explaining the different amenities and their purpose without judgement on who should use them.

#### **4. ACPD/HFD/Always Connected Collaboration on Emergency Plans and Training Regarding**

**Persons with Disabilities:** Camila explained how her company just worked with the Mississauga Fire Department to create an emergency plan that included people with Autism. It was presented at a symposium recently and Hamilton was in attendance. Afterwards a member of the HFD approached Camila about doing much the same in Hamilton and her company and the City are discussing how that would work. We have been requested to participate by both parties in an advisory capacity as well as to assist with education when the project concludes. Camila will give us more details when/if they become available.

**5. Other Business:** We discussed the Capital Build Projects list with Jessica and explained that it has been roughly a year since we reviewed and capital build project and haven't received a list of upcoming projects to choose from. Jessica was informed that

we had in the winter, but the staff member who came at that time didn't review them with us, simply told us they were upcoming projects. There seems to be a miscommunication between departments here that we hope will be resolved soon.

## **6. Adjournment.**





# **ACPD's Built Environment Working Group Meeting Notes**

**July 2<sup>nd</sup>, 2025**

**Virtual Teams Meeting**

**4:00PM – 6:00PM**

**Members in Attendance:** Lance Dingman, James Kemp

**Also in Attendance:** Cristina Geissler

**Members Absent:** Cara Hernould, Levi Janosi, Hargun Kaur, Paula Kilburn

## **1. Welcome and Introductions**

**2. Approval of July 2<sup>nd</sup> Agenda:** Agenda was approved

**3. Approval of June 3<sup>rd</sup> Meeting Notes:** Meeting notes were approved

## **4. 2025 Sidewalk Patio Season Discussion with**

**Cristina Geissler:** Cristina began by giving us a brief overview of some of the changes with the main being a published list of approved patios sorted by the different patios types. List will be updated weekly or

more often as needed. Patio types can be private, sidewalk, on street or sidewalk bypass. Some applicants apply for several different types for the same property. Lance asked about several patios he encountered on West 5<sup>th</sup>, but Cristina said she had no applicants for West 5<sup>th</sup>. She further counselled Lance to take a photo or write down the address and report it to Municipal Law Enforcement (MLE) at [mle@hamilton.ca](mailto:mle@hamilton.ca). Chair further suggested Lance add [aoda@hamilton.ca](mailto:aoda@hamilton.ca) if accessibility is an issue. Chair asked if they had created something for this year that could be displayed and indicate that the patio was approved by the City. Cristina responded that they were not able to change the license this year, but work is underway to redesign it for next year and it is her hope it will contain a section that can be displayed clearly without oversharing personal information. Chair asked if the list could be alphabetized so that it was easier to read and find a particular location. The current format has the same location added multiple times and Chair suggested that the last column indicating what type of patio it was, could be integrated so one property has multiple listings on the same entry. Chair asked why some patios require a barricade assembly, but another restaurant on the same street doesn't. Chair used King William as an example where the Mule is on the corner of Hughson.

Their patio is encased in a barricade yet the Hambrgr two doors down is not. Cristina explained this was due to the proximity to the fire station and the tight turning radius for fire trucks. As the street is one way, Hambrgr is protected by the same barricade and doesn't need one of its own. Chair also asked Cristina about the sidewalk bypasses. Cristina confirmed that there are only three actual bypasses, but also highlighted another property in Dundas, where the patio redirected people around itself onto the sidewalk. They raised the patio a little so there would be a white cane detectable edge along it. Chair also asked about the aluminum strips on the bypasses and asked if they were actually cane detectable and Cristina said she believed they were but would confirm for us. Chair's final question regarded the three patios set up by the Concession BIA. Cristina explained that they were applied and paid for by the Concession St. BIA for anyone to use during the season as a seating area or to host small events. Chair raised issue with the patios taking up what is potentially accessible parking given the businesses rely on street parking. Cristina assured us it was all applied for and approved at each step and is valid. Chair responded that he wasn't concerned about how they came about but the fact that it is reducing available accessible parking. Chair further explained

that we understand all of this is for the promotion of businesses in the area and commerce pays for accessibility upgrades, but we would like the potential loss of accessible parking to be a consideration in the application process. We appreciated Cristina taking the time to speak with us.

**5. Protected Intersections Discussion:** As Callaway has not responded to attempts to meet with him, we were unable to review this item. Chair updated Lance on the issue as he was not in attendance at the last ACPD

**6. LRT Route and Station Update:** Chair explained that the newest designs were published by Metrolinx and there is much that needs to be reviewed. Explained some of the issues with the current station design and asked that the group review the map, paying special attention to things like distance between pedestrian crossovers. Chair also mentioned the delegation from last week to the LRT sub-committee on the demographic change tracking document. Suggested that we should be tracked as a separate demographic given our complex needs and considering the new housing construction expected to provide more accessible housing along the corridor. Lance raised concern about the complexity of the plans and Chair

responded that they do seem to have been made more accessible than others. Lots of clearly defined graphics and pictograms, broken up into manageable chunks. Not certain how accessible it is for screen readers though.

**7. Other Business:** There was no other business.

**8. Adjournment.**



## **ACPD's Outreach Working Group Meeting Notes**

**June 17<sup>th</sup>, 2025**

**Virtual Teams Meeting**

**4:00PM – 6:00PM**

**Members in Attendance:** James Kemp, Jake Maurice, Mark McNeil

**Also in Attendance:** Camila Grullon, Sunil Angrish

**Members Absent:** Paula Kilburn, Benjamin Cullimore, Robert Westbrook, Hope Bonenfant

### **1. Welcome and Introductions**

**2. Approval of June 17<sup>th</sup> Agenda:** Chair gave a quick verbal agenda as computer issues prevented him from making one. Agenda was approved.

**3. Accessibility Award Update:** Nominations are now open and we have one already entered. We will now need to put together a judging panel. Chair will reach out to a few organizations to see if anyone can be spared. Will put out the call at the next ACPD. Chair requested Comms change the image on the webpage

from a bus to an actual symbol of accommodation and they did so. Media Package was sent out to the group with links and a fact sheet.

**4. Accessibility Fair Update:** Chair began by explaining the issues with the registration fees. We ate the fees last year due to not having anyone available to do the invoicing, but even if we had, we wouldn't have been able to put it into a City account. Sunil and Chair are trying different methods to solve this problem. We will be unable to attach a ticketing system until this is sorted out so maybe next year. A motion will have to come to ACPD to sort this issue out as there is no mechanism for us to bring money back into the system. As we want to eventually grow the Awards and the Fair with sponsors, we will have to be able to access accounts in both directions so it is better we sort this out now. Sunil suggested we create an FAQ as Chair was answering endless questions on this matter last year.

We reviewed the current activity stations and what is required from each.

**Chair Wash:** Water supply, new buckets and cloths, volunteer bodies.

**Safe Space:** We will see how the Sensory Safe Tent will work out for Jessica at the Canada Day event at



the Bayfront. They are fully enclosed as we have only one wall. We had to go with a more open version to cover liability in case someone uses it for drugs and we weren't able to properly staff it. We will use the Sensory Safe kit available through the Lending Library

**HSR/DARTS/Motion Station:** We are all set here, just need to confirm with Motion.

**Repair Station:** We are still waiting to confirm CDC Orthomobility's attendance. Last year, they didn't RSVP but just showed up. We will make a space for them as we did last year.

**Hearing Loss:** We do not have anything for this group yet. We double booked with CHHA, they are having their golf Tournament on the same day this year. We will both try to coordinate better next year. Perhaps we will reach out to Ear for You, a vendor we saw at the KickOff. Lending Library also has ASL fridge magnets. We would like to come up with something for ASL eventually.

**Guide Dogs:** Mark has confirmed the attendance of a trainer and service animal from Lion's Club. Jake is trying to confirm K9's participation as well as finding out if they want to give demonstrations on a schedule or as crowds develop.

**Art Station:** We do not have anything for this yet, last year's collaboration with Centre[3] was rather

expensive at \$1000 and we should try to find a more sustainable solution. Hope suggested a colouring station last month and Chair suggested to Sunil, Lauren and Cindy that perhaps Engage Hamilton would like to sponsor this station. They will let us know, but regardless, their lending library is a good source for materials. Perhaps set aside \$200 to cover the costs.

**Haptic/Tactile Station:** We need to create professionally made display posters for this station so it is more professional and easier to take to other events.

**Vision Loss Simulator Station:** We have the lenses and Chair is finalizing design of the frames. We need to reach out to eye specialists for the best way to demonstrate the lenses. Will also need professional posters made for this station.

**Dexterity Loss Station:** we need to build this one from scratch. The lending library has full sized Jenga blocks we can borrow. If we purchase a couple pairs of construction gloves, some BBQ tongs and reacher/grabbers, we can simulate dexterity loss.

**Volunteer Hospitality:** Need to make a sign that only Volunteers/Exhibitors allowed, No Public Access.

Website and social media are almost ready. Website has been mostly updated with the exception of

Schedule and Exhibitor Pages. Contact Us+ Page has been updated with an FAQ and Accessibility Statement. Registration Page has been rebuilt and is live. Invites are to go out as soon as mailing list is compiled. Sunil offered to assist Chair with setting up a Mail Chimp campaign. Exhibitor invitation was reviewed and the group agreed that a word heavy description is best.

Poster has been adjusted using already approved layout and design. We did change the orientation to be portrait and not landscape as we had complaints last year from those that hosted them.

Will provide an advertising plan for the next meeting, Candy and Pamphlets need to be replenished.

Pamphlets need to be corrected beforehand though. Chair will begin reaching out to volunteer organizations like Neighbour2Neighbour.

**5. Other Business:** There was no other business.

**6. Adjournment**



## **Transportation Working Group Meeting Notes Tuesday, May 27, 2025**

### **ATS Performance Report Q1 2025**

- Report was presented.
- Working group asked if it was possible to review call centre numbers from different times of day; staff will ask and note that peak travel times are likely the busiest times in the call centre. The importance of early cancellations was discussed, as the trips can be more easily reassigned.
- Some concern expressed by working group that passengers who have complaints are not calling in to complain about operational issues that aren't being resolved. Staff note that most complaints are related to service performance (e.g., time on board, on-time performance) and these can be tracked outside of the complaint process; the possibility of tracking/surveying factors that influence a person's decision to complaint is something to consider for future work.
- Staff were asked for an update re survey data analysis. Staff are working to confirm what data can be released to McMaster University and will be providing an update

### **HSR Annual Accessibility Information Event 2025**

- Staff advised the annual meeting will be held on October 2. **Please note: since the working group meeting, the date has been changed to October 9 so as not to coincide with Yom Kippur.**

- Format will be similar with live stream to City YouTube channel filmed by Cable 14; possible venues are Central Library and Bernie Morelli Recreation Centre; it was discussed that the event is busy with attendees wishing to connect with City staff and ask questions and so there is no value added to having an HSR bus or DARTS vehicle present. An opportunity for people to visit these vehicles will be part of the ACPD annual fall event in September.
- Possibility of two public meetings was discussed. Staff to review with the Transit Leadership Team regarding availability of resources.
- Staff would like to have a detailed outline from all speakers ahead of the event, to be able to provide upon request in order to support event accessibility.

### **Sunflower Hidden Disabilities program**

- HSR staff spoke about plans to implement on HSR.
- The options for use vary (pin, lanyard, etc.) and the importance of visibility was discussed; lanyards may be the best option.
- HSR Operators will be trained on the program.
- The program is not meant to reveal the nature of a person's disability but instead act as an opening for customers who wish to indicate that they may need assistance.
- Target for launch of the program is September 2025 as this is the time of year when new riders (e.g., students) begin using the program.

- Working group discussed engaging the post secondary sector; working group will provide existing contacts to staff.

### **Engagement with HSR staff about accessibility**

- Staff described internal engagement programs with Operators, including about new programs and how to support customers, including in-person engagement, internal memos and communication notices, sharing of the customer-facing Bus News publication (also available online).
- Items raised by the working group are brought forward by staff and shared via the most appropriate internal channel(s).

### **New card to indicate assistance for PRESTO or rear-door boarding**

- Prototypes are being reviewed to determine the best format for Operators to see. City design staff are making final adjustments and the card should be coming soon.

### **Annunciators**

- Staff provided an update about ongoing work to ensure annunciator compliance.
- Under the maintenance program, all identified repairs have been made to account for misalignment of sequences with HSR stops which involved a mass update of all data files to the entire fleet.
- Through Operator outreach and daily reporting, over 50 buses were found to have faulty hardware, which

is now fixed. However, most of these are at end of life.

- The coming update to the Automatic Vehicle Locator (AVL) system will include the upgrade to real time, text to speech annunciators (instead of individual .wav data files). This will mean a more robust system with fewer points of failure that is able to account for detours in real time.
- HSR will also be testing vehicles at every stop for properly functioning annunciators and we are targeting end of 2025 to complete this work.
- Working group will send more detail about issues with annunciators on B-Line and 51 routes, and staff would like to be informed if anyone knows of an annunciator issue at a particular stop. HSR has been following up to address and repair issues raised by community members.
- Staff and working group discussed the placement of speakers on Nova buses resulting in some acoustical issues and maintenance team is currently reviewing.
- Operators are reminded of the duty to call out stops when annunciator is not working. These reminders go out through multiple channel including to drivers on shift.
- Working group raised issue of detours and impact on stop accessibility and the issue of whether a customer-requested location can be accommodated. Question is how safety is determined. The new AVL system will make it easier to identify gaps including placement of stops along a detour.



- Working group requests an update on annunciators at a future meeting.



## **Transportation Working Group Meeting Notes Tuesday, June 24, 2025**

### **ATS Survey**

1. ATS reviewed reasons for re-release of survey related to wording in 2023 Notice of Collection of personal information

- Opportunity for work with McMaster can be pursued with the pivot to re-released survey with revised Notice of Collection
- McMaster researchers are engaged and interested in user experience of transit and specialized transit – one student has already published a literature review
- ATS hoping for further collaboration as there is not currently a lot of research on paratransit use similar to work already done on conventional transit
- ATS planning for regular periodic large surveys and hope for continuous improvement of questions, starting with feedback from this year's researchers on the survey used, to ensure we are measuring what we intend to measure and research/ information goals of ATS and ACPD are met
- Question was asked about any use of the 2023 data as a comparator; ATS staff will circle back with City colleagues on the matter
- Survey logic was repaired so that data on HSR and Taxi Scrip customer experience is duly captured
- Working Group Vice Chair raised question of possibility of a longitudinal study of specialized transit use – all agreed this would be a great future research

topic to put forward, to capture the impact of life experience on experience of specialized transit use. All understand this type of study would need to be housed with a research institution, rather than the City of Hamilton

- Proposed target of September 2025 TWG meeting to invite McMaster (Dr. Lea Ravensbergen) to attend; meanwhile, ATS to ask about sharing the student research paper about specialized transit with TWG.

## **2. Discussion about annunciators**

- suggestion to invite HSR to TWG later in 2025 as the Computer-Aided Dispatch / Automatic Vehicle Location update project is nearer completion
- suggestion to HSR regarding public engagement once annunciators have been accordingly updated

## **Discussion re: HSR Fare Assist Report**

Report was referred by Council to ACPD for comment

A number of issues related to the report were discussed.

James will collate the comments into a response on behalf of TWG and ACPD

Comments can be sent to James prior to the July ACPD meeting.

The draft letter can be reviewed in July with any final comments in preparation for the August ACPD meeting and ratification.

James to have ACPD in July approve an interim message to Council advising that ACPD has not forgotten this matter and will be better positioned to have a full response ready for approval at the August ACPD meeting.





# ACCESSIBLE TRANSPORTATION SERVICES LATE CANCELLATION AND NO-SHOW POLICY UPDATES

July 8, 2025

# Objectives

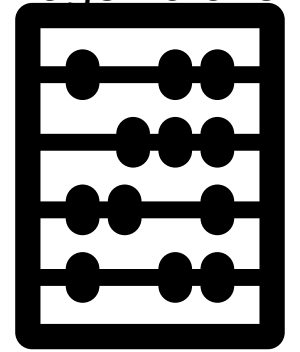
The goal is to enforce the late cancellation and trip no show policy, to improve service for everyone by ensuring unused trips can be reassigned.

Along with the change to a points-based system, the policy was updated to better work with the software that was installed to track and respond to policy violations and to excuse violations when appropriate.

Additional updates were made to address Accessibility Committee for Persons with Disabilities concerns raised at the Transportation Working Group.



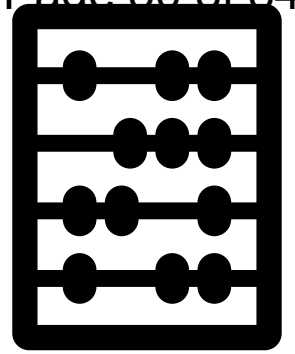
# Frequency Tracking System – 2005



2005 Policy says: “The policy applies to any DARTS passenger who exceeds one or more of the following conditions in a calendar month period:

1. Maximum six (6) late cancellations.
2. Maximum three (3) no shows.
3. Maximum seven (7) combined late cancellations and no shows.
4. Maximum of 25% (with a minimum of 10 occurrences) of subscription and/or casual booking trips cancelled.” **Note: this included cancellations that were made on time.**

# Points Tracking System – 2025



2025 Policy applies **points** which are added up by the enforcement software to generate mailing lists of letters according to the level of policy violation:

1. No show – 2 points.
2. Cancellation at door – 2 points.
3. Late cancellation – 1 point.

When a passenger meets or exceeds a combined total of 7 points, they are in violation of the policy. **There is no longer any penalty for so-called excessive cancellations (i.e., 25% of trips cancelled, including those cancelled on time).**



# Levels of Warning – 2005

2005 Policy applied only one level of warning before suspension:

1. First violation in a calendar month period – warning letter.
2. Second violation within a twelve-month period – three-day suspension letter.
3. Third violation within a twelve-month period – ten-day suspension letter.
4. Fourth and subsequent violations within a twelve-month period – thirty-day suspension(s).

# Levels of Warning – 2025

2025 Policy adds a second level of warning before proceeding to any suspension:

1. First violation in a calendar month period – education letter.
2. Second violation in a twelve-month period – warning letter.
3. Third violation in a twelve-month period – three-day suspension.
4. Fourth violation in a twelve-month period – ten-day suspension.
5. Fifth and subsequent violations in a twelve-month period – thirty-day suspension.





# Appeals – 2005

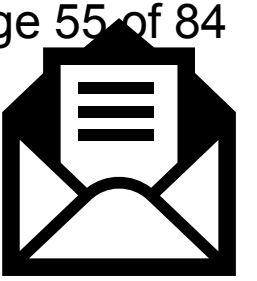
1. After the first warning letter, can appeal within ten days by phone to Accessible Transportation Services Supervisor.
2. After second and subsequent letters of suspension, appeal must be made in writing and received within twenty days of letter date. Appeal panel is accessed when the Supervisor and the customer do not agree.
3. Passengers receiving notice of a thirty-day suspension may appeal to the panel to have medical trips excluded.
4. Appeal panel: Accessible Transportation Services staff, contractor (DARTS) staff, Accessibility Committee for Persons with Disabilities.



# Appeals – 2025

## 2025 Policy appeals:

1. After the first and second letters, can appeal within fourteen days by phone call to Accessible Transportation Services Supervisor.
2. After third and subsequent letters of suspension, appeal must be in writing and received within fourteen days of letter date. Appeal panel is accessed when the Supervisor and customer do not agree.
3. For any level of suspension, customers may appeal to the Accessible Transportation Services Supervisor to have medical trips excluded. All suspension letters explain this option.
4. Appeal panel: Accessible Transportation Services staff, City of Hamilton Talent and Diversity staff, Accessibility Committee for Persons with Disabilities.



# Letter Contents – 2005

Letters based on 2005 Policy:

1. Dates of incidents resulting in policy violation
2. Level of action under the policy (warning/ length of suspension)
3. Information on how to appeal violations or suspensions
4. Offer to call Accessible Transportation Services with any questions
5. Privacy notice



# Letter Contents – 2025

All letters based on 2025 Policy contain:

1. Explanation of the points system and number of points accumulated
2. Level of action under the policy (education/ warning/ length of suspension)
3. Warning regarding actions in the event of subsequent violations
4. List of dates and pick up and drop off locations of occurrences
5. Offer to call Accessible Transportation Services with any questions
6. Offer for alternative letter format upon request
7. Information on how to appeal violations or suspensions
8. Privacy notice



# Policy Next Steps

Plain language version to be posted on the Accessible Transportation Services web page.

Appeal panel terms of reference to be drafted.

Initial mailouts targeted to begin start of Q3 2025.



Hamilton

THANK YOU



## City of Hamilton Memorandum

**To:** Chair and Members of  
Accessibility Committee for Persons with Disabilities

**Date:** July 8, 2025

**Report No:** PW25049

**Subject/Title:** Accessible Transportation Services Late  
Cancellation and No Show Policy

**Ward(s) Affected:** (City Wide)

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### Information

Accessible Transportation Services (ATS) has undertaken a review of all customer facing policies. This work was started with the Accessibility Committee for Persons with Disabilities (ACPD) Transportation Working Group and now continues with the newly formed Policy Review Working Group.

The policy was written to address customer late cancellations and trip no shows and was first posted in 2005. It was posted to ensure fair and reasonable follow up to late cancellations and no shows after a 2004 Human Rights Tribunal of Ontario settlement eliminated financial penalties for this type of policy. It was included in Public Works Committee Report PW05051 and is attached here as Appendix “A” to PW25049.

The purpose of the policy is to remind customers of their responsibility to cancel trips in a timely manner and to address patterns of misuse through escalating consequences up to and including suspension of service. Late cancellations and no shows reduce the ability of the contractor for the shared ride service (DARTS) to reassign unused trips to others who may need them.

Updates to this policy were first discussed at the Accessibility Committee for Persons with Disabilities Transportation Working Group on November 23, 2021, presented to the Committee on December 14, 2021 (Meeting 21-13, Items 6.4 and 7.1), and presented to Public Works Committee on April 22, 2022 (Report PW21055(a)). The last review of policy updates with the Transportation Working Group took place on November 26, 2024 (Accessibility Committee for Persons with Disabilities Meeting 25-001, Item 7.6).

The changes first proposed in 2021 and 2022 were to move to a points-based system from a frequency-based system, and to remove any penalty for excessive cancellations

(i.e., frequent cancellations even if the trips were cancelled on time). At that time, Accessible Transportation Services was not proposing any other changes to the policy as written.

The policy itself has been further updated to address concerns raised by the Transportation Working Group, and to work better with software installed over 2023 and 2024, which now has the points system embedded in its functionality (see Appendix “B” to PW25049).

The software also provides ATS staff flexibility to manage extenuating circumstances, such as customer illness, contractor issues like late service, and inclement weather events.

The main goal of addressing repeated infractions is to increase overall trip availability. Accessible Transportation Services staff are now targeting the beginning of Q3 2025 to begin policy enforcement. Our next steps will include drafting a terms of reference document for the appeal panel to apply the appeal process in the event of a suspension from service. Accessible Transportation Services proposes the draft is reviewed with the policy review working group.

The changes from the original 2005 policy are outlined in a presentation at today’s Accessibility Committee for Persons with Disabilities meeting, and staff will be pleased to take questions.

## Consultation

Accessibility Committee for Persons with Disabilities Transportation Working Group

Jessica Bowen, Manager, Human Resources/ Diversity and Inclusion

## Appendices and Schedules Attached

Appendix A: Accessible Transportation Services Trip No Shows, Late Cancellations and Excessive Cancellations Policy (2005)

Appendix B: Accessible Transportation Services Late Cancellation and No-Show Policy (2025).

**Prepared by:** Michelle Martin, Manager  
Public Works, Transit/ Accessible Transportation Services

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OUR Vision: To be the best place to raise a child and age successfully.

OUR Mission: To provide high quality cost conscious public services that contribute to a healthy, safe and prosperous community, in a sustainable manner.

OUR Culture: Collective Ownership, Steadfast Integrity, Courageous Change, Sensational Service, Engaged Empowered Employees.

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**Submitted and  
recommended by:**

Michelle Martin, Manager  
Public Works, Transit/ Accessible Transportation Services

---

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Engaged Empowered Employees.



**CITY OF HAMILTON**

***PUBLIC WORKS DEPARTMENT  
Transit Division***

<b>Report to:</b>	Chair and Members, Public Works, Infrastructure and Environment Committee	<b>Submitted by:</b>	Scott Stewart, C.E.T. General Manager
<b>Date:</b>	April 15, 2005	<b>Prepared by:</b>	Don Hull Extension 1860  Paul Thompson Extension 1862

**SUBJECT: Accessible Transportation Services Policy  
Trip No Shows, Late Cancellations and Excessive Cancellations  
(PW05051) - (City Wide)**

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**RECOMMENDATION:**

That Council authorize Transit staff to implement the policy outlined in Report PW05051, and included as Appendix "A", regarding trip no shows, late cancellations and excessive cancellations as they relate to the transportation of persons with disabilities on DARTS.

Scott Stewart, C.E.T.  
General Manager  
Public Works

**EXECUTIVE SUMMARY:**

As part of the 2004 settlement approved by Council with the Ontario Human Rights Commission (OHRC) and Complainants under the Ontario Human Rights Code, Accessible Transportation Services (ATS) staff of the Transit division have completed development of a new policy dealing with "no shows" and "late cancellations" by passengers using DARTS service, attached as Appendix A to this report.

Staff reviewed similar policies implemented in Ottawa, Toronto, and Peel Region and developed a framework for consultation with the City's Advisory Committee for Persons with Disabilities (ACPD). The ACPD resolved the following motion:

**SUBJECT: Accessible Transportation Services Policy  
Trip No Shows, Late Cancellations and Excessive Cancellations  
(PW05051) - (City Wide) - Page 2 of 10**

That the Advisory Committee for Persons with Disabilities (ACPD) endorse Accessible Transportation Services (ATS) Policy No. 2005-01, Trip No Shows, Late Cancellations and Excessive Cancellations, subject to the following conditions:

- i) that a relevant training program be developed and the training be a requirement for all individuals involved in the administration of the appeal process;
- ii) that a steering committee be established to assist with and evaluate the implementation of the policy, and to monitor the process and its impacts;
- iii) that the Trip No Shows, Late Cancellations and Excessive Cancellations Policy be re-evaluated at 6 months and 12 months.

The ACPD resolution also noted the following:

The Advisory Committee for Persons with Disabilities discussed the policy. There was acknowledgement that the policy is not meant to penalize users but to focus on possible abusers of the system. However, because it will apply to all users, there were concerns and questions raised about the policy. The committee questioned the way the policy will be implemented; possible impact on users who are not able, due to their disability or circumstances, to meet the requirements of the policy; whether or not a person would be at risk of being permanently removed from the client list; who is responsible for interpreting the policy; and at whose discretion clients are placed in the system. Concerns expressed included the concern that a language barrier, low literacy or mental disability barrier could be the reason behind the no show or frequent cancellation, and that persons who use the system for transportation to and from work would be possibly caught in the penalties due to a vacation period or a change in work schedule. A suggestion was made to allow a doctors note certifying an inability to meet the requirements of the policy as sufficient to waive the penalties. Recommendations proposed include training for anyone involved in the appeal process to ensure they are aware of the impacts of suspensions of service on the users, for a steering committee and for frequent evaluation of the impacts of the policy.

The policy conforms to the terms of the settlement with the Ontario Human Rights Commission (OHRC) and Complainants. The policy addresses the principles agreed upon with the ACPD, namely that:

- No shows, late cancellations, and excessive cancellations by individual passengers have a direct impact on the effectiveness of the specialized transportation system in meeting the needs of all passengers, by limiting the general availability of trips and causing service delays.
- Providing the highest level of trip availability and fulfilment within existing resources is a principle that contributes to effectiveness and efficiency of the service, to the benefit of all passengers and the community.
- While personal circumstances of passengers outside of their control may contribute to occasions where a no show or late cancellation is unavoidable, each passenger



**SUBJECT: Accessible Transportation Services Policy  
Trip No Shows, Late Cancellations and Excessive Cancellations  
(PW05051) - (City Wide) - Page 3 of 10**

is responsible for maintaining stated levels of no-shows, late cancellations, and cancellations, as defined within the Policy Conditions.

Key aspects of the policy include:

- a change in passenger requirements regarding advance cancellation of trips, such that a cancellation must be made by 4:30 p.m. of the day prior to the day of service (current policy allows cancellation up to one hour before the trip);
- the use of a progressive system of service sanctions where individuals exceed the conditions of the policy (current policy imposes a \$5 charge for no show, no sanction for late or excessive cancellations); and
- an appeal process which allows for evaluation of circumstances which individuals may experience and may have an effect on their ability to comply with the terms of the policy.

As part of the implementation process, staff will communicate the new policy to Registrants prior to commencement, and will work with members of the ACPD to address concerns through the use of a Steering Committee including staff and members of the ACPD, specific training, and consideration of policy modification after evaluation periods recommended by the ACPD.

It is expected that the new policy will encourage earlier trip cancellations by passengers, freeing up usable service availability for others who have been unable to get the trips that they need.

**BACKGROUND:**

The information/recommendations contained within this report have City wide implications and relate to matters/facilities/programming/property within the entire City.

Under the terms of the settlement approved by Council with the Ontario Human Rights Commission and Complainants under the Code, the City had undertaken the following:

*"In consultation with the City's Advisory Committee for Persons with Disabilities, the City will develop and implement a new policy regarding Registrants who are not available without having given prior notice for their scheduled trips ("no shows") and Registrants who are late cancelling their scheduled trips ("late cancellations"). Such policy may include progressive penalties, including suspension of DARTS service to a registrant. Upon implementation of such a policy regarding no shows and late cancellations, the City will eliminate the current no show fee for Registrants. The City will implement a new policy and eliminate the current no show fee for Registrants within 3 months of the date of this agreement."*

In order to concurrently address the identified issue of individuals accumulating excessive cancellations, and thus affecting the availability of trips to other passengers, the policy as developed includes terms that will allow for monitoring of passengers who exhibit a pattern of abuse of this and other policy conditions.

The issue of trip cancellations has been an increasing concern. As illustrated in Table 1 below, in January and February 2005 over 23% of all trip bookings were not used by passengers for reason of cancellation or no show. Under the current policy of allowing

**SUBJECT: Accessible Transportation Services Policy  
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passengers to cancel up to one hour in advance of the trip, these 17,000 cancellations were generally not usable in creating additional service availability for other passengers.

Table 1 Cancellations and No Shows on DARTS

2005	Trip Requests	Trip Cancellations	Trip No Shows	% Trip Cancellations & No Shows
January	39,928	8,841	726	24.0%
February	42,000	8,814	683	22.6%
Total	81,298	17,655	1,409	23.4%

**ANALYSIS OF ALTERNATIVES:**

Staff reviewed similar policies implemented in Ottawa, Toronto, and Peel Region and further consideration of “best practice” alternatives was expected to yield only variations on the essential elements of the policy. The policy as written represents a consensus of staff and stakeholders on the most effective means of dealing with the issues the policy is intended to address.

Maintaining the current policy is not an alternative, as the City’s settlement with the Ontario Human Rights Commission and complainants under the Act requires that a new policy be developed within the framework presented within this report.

**FINANCIAL/STAFFING/LEGAL IMPLICATIONS:**

There are no financial implications to the recommendation.

There are no immediate staffing implications to the recommendation, although the requirements of the policy to closely evaluate individual passenger circumstances presented under appeal may necessitate the reconsideration of staff resource requirements once the policy has been employed for the initial 6 month evaluation period.

The recommended policy conforms to the terms of the 2004 settlement approved by Council with the Ontario Human Rights Commission (OHRC) and Complainants under the Ontario Human Rights Code.

**POLICIES AFFECTING PROPOSAL:**

The recommendation conforms to the City requirement to incorporate review, comment and recommendation by the City of Hamilton Advisory Committee for Persons with Disabilities (ACPD) on reports and proposed legislation which affect all persons with disabilities.

**CONSULTATION WITH RELEVANT DEPARTMENTS/AGENCIES:**

Consultation was undertaken between Transit staff, and key stakeholders including the ACPD, DARTS, and staff from Legal Services and Customer Service, Access and Equity.

**SUBJECT: Accessible Transportation Services Policy  
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**CITY STRATEGIC COMMITMENT:**

Goal: A Great City in Which to Live

The recommendation supports the commitment to providing quality community services to residents and supporting people in need, with care, by ensuring sustainability of the transit service for persons with disabilities.

Goal: A City Where People Come First

The recommendation supports the commitment to providing opportunities for public input, through a consultative policy development process that is inclusive of persons with disabilities and other community stakeholders.

**SUBJECT: Accessible Transportation Services Policy  
Trip No Shows, Late Cancellations and Excessive Cancellations  
(PW05051) - (City Wide) - Page 6 of 10**

**APPENDIX "A"**

**CITY OF HAMILTON**

**DEPARTMENT: PUBLIC WORKS  
DIVISION: TRANSIT  
SECTION: ACCESSIBLE TRANSPORTATION SERVICES (ATS)**

<b>POLICY SUBJECT: Trip No Shows, Late Cancellations and Excessive Cancellations</b>	<b>POLICY NO.: 2005-01</b>
<b>EFFECTIVE DATE: 2005-05-01</b>	<b>LAST REVISION: 2005-03-30</b>

**GUIDING PRINCIPLES:**

ATS and DARTS undertake to deliver a shared ride transportation service that is reliable, punctual and to the satisfaction of its passengers. In order to meet this standard, passengers have a responsibility to assist in making the service more effective by not booking trips that will not be taken, and by cancelling unwanted trips in a timely manner. No shows, late cancellations, and excessive cancellations by individual passengers have a direct impact on the effectiveness of the specialized transportation system in meeting the needs of all passengers, by limiting the general availability of trips and causing service delays. Providing the highest level of trip availability and fulfilment within existing resources is a principle that contributes to effectiveness and efficiency of the service, to the benefit of all passengers and the community. While personal circumstances of passengers outside of their control may contribute to occasions where a no show or late cancellation is unavoidable, each passenger is responsible for maintaining stated levels of no-shows, late cancellations, and cancellations, as defined within the Policy Conditions.

The policy for managing no shows, late cancellations, and excessive cancellations is intended to identify discernible patterns of abuse, and is designed such that:

- legitimate reasons for no shows and late cancellations are considered, as part of any investigation;
- progressive warnings and/or service suspensions are employed; and
- an appeal process is available to passengers.

Development of this policy is a result of the 2004 Agreement reached between the City of Hamilton, the Ontario Human Rights Commission, and complainants under the Human Rights Code; and has been undertaken with the participation and concurrence of the Advisory Committee for Persons with Disabilities for the City of Hamilton.

**PURPOSE:**

The purpose of the policy is to provide an appropriate mechanism for dealing with the management of no shows, late cancellations, and excessive cancellations by passengers in a consistent and understandable manner that fulfils the guiding principles of the policy.

**SUBJECT: Accessible Transportation Services Policy  
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**POLICY CONDITIONS:**

The policy applies to any DARTS passenger who exceeds one or more of the following conditions in a calendar month period.

1. Maximum six (6) late cancellations.
2. Maximum three (3) no shows.
3. Maximum seven (7) combined late cancellations and no shows.
4. Maximum of 25% (with a minimum of 10 occurrences) of subscription and/or casual booking trips cancelled.

Cancellations and no shows are recorded on a single one way trip basis. A cancelled round trip is two trip cancellations. A no show will be recorded for the first of two trips in a round trip if the passenger is not in contact with DARTS; the return trip will be recorded as a cancellation.

**POLICY ACTIONS:**

Each of the below noted policy actions is subject to an appeal within the prescribed time frame, and the actions described are only taken if the appeal is unsuccessful.

1. After exceeding the policy conditions for the first time in a calendar month period, an initial advisory letter will be issued outlining the policy, and informing the passenger of further progressive action that might be undertaken.
2. Upon exceeding the policy conditions for the second time within a twelve month period from the date of the initial advisory letter, a second advisory letter will be issued notifying the passenger of a three (3) day suspension of service, and informing the passenger of further progressive action that might be undertaken.
3. Upon exceeding the policy conditions for the third time within a twelve month period from the date of the second advisory letter, a third advisory letter will be issued notifying the passenger of a ten (10) day suspension of service, and informing the passenger of further progressive action that might be undertaken.
4. Upon exceeding the policy conditions for the fourth time within a twelve month period from the date of the third advisory letter, a fourth advisory letter will be issued notifying the passenger of a minimum thirty (30) day suspension of service, and where subscription bookings are held, the loss of subscription booking privileges for a period of twelve months. Subsequent suspensions imposed will be for a minimum of thirty (30) days, until such time as a clear record is achieved by the passenger. Passengers who receive a service suspension of thirty (30) days or more may appeal to have medical trips excluded from the suspension. At the discretion of the Appeal Panel, a passenger who is granted this form of relief may have the suspension period extended by up to ten (10) days.
5. When the passenger has stayed free of violations for a twelve (12) month period following any of the above policy actions, the passenger's record will be re-established as clear.

Any no shows and late cancellations due to unusual circumstances beyond the control of the passenger may be deemed by ATS and/or the Appeal Panel to be a legitimate reason for failure of the passenger to cancel a trip within the time frames of the policy, and will **not** be used in determining if a passenger has exceeded the conditions of the

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policy. Some examples of unusual circumstances beyond the control of the passenger **may** include, but are not limited to:

- unplanned passenger hospitalization (certification may be required);
- caregivers failing to call on behalf of a passenger;
- incidental breakdown of a personal mobility device.

Circumstances which are automatically deemed to be beyond the control of the passenger and will **not** be used in determining if a passenger has exceeded the conditions of the policy include:

- program closures (e.g. Day Programs, etc.) for specific periods which are made known to ATS and/or DARTS in advance;
- arrival by DARTS, outside of the pick up window and/or more than thirty (30) minutes after the passenger's negotiated time, such occurrence being considered a "late" pick up;
- failure of DARTS to perform an agreed upon trip (missed trip); or
- cancellation of service by DARTS due to a snow emergency.

**PASSENGER APPEAL PROCESS:**

As it is not possible to document every circumstance which would constitute an exception to the policy as part of the policy itself, an Appeal Process is available to passengers.

1. For the **first advisory letter**, the passenger or their designate must telephone an ATS Customer Service Representative within ten (10) days, during regular ATS office hours (Monday to Friday, 8:30 a.m. to 4:30 p.m.), to present their appeal. The ATS Customer Service Representative, upon review and consultation with the Supervisor of ATS, will make a final determination on the appeal.
2. For the **second and subsequent advisory letters** and their associated policy actions, the passenger or their designate must appeal in writing to ATS Customer Service. A response by e-mail is considered an acceptable form of written appeal by the passenger. If, after review, a resolution cannot be achieved which is agreeable to the passenger, the appeal will be referred for the consideration of the Appeal Panel.

Where a passenger is unable to provide a written appeal due to their disability, an ATS Customer Service Representative will assist the passenger in filing a written appeal.

The Appeal Panel shall be comprised of one representative from each of ATS and DARTS, and a member appointed by the Advisory Committee for Persons with Disabilities (ACPD). The Appeal Panel will convene approximately once a month to resolve outstanding appeals.

3. All appeals in writing must be received by ATS within twenty (20) days of the date of the advisory letter. Appeals must be addressed to the care of:

Accessible Transportation Services  
Attention: Passenger Advisory Appeals  
2200 Upper James Street, R.R. # 2, Mount Hope ON L0R 1W0

**SUBJECT: Accessible Transportation Services Policy  
Trip No Shows, Late Cancellations and Excessive Cancellations  
(PW05051) - (City Wide) - Page 9 of 10**

4. The appeal documentation provided by the passenger shall include:
  - passenger name;
  - passenger registration number;
  - address;
  - telephone number where the passenger may be reached during regular ATS office hours;
  - reason(s) for the appeal;
  - supporting documentation where required (e.g. certification of passenger hospitalization); and
  - the remedy sought.
5. Upon receipt of an appeal, ATS will contact the passenger by phone and will subsequently confirm receipt of the appeal in writing within ten (10) days, specifying the time frame for the appeal to be dealt with. From the time an appeal is received by ATS until a decision of the ATS Customer Service Representative or the Appeal Panel is issued, the passenger will continue to have access to the service.
6. Failure to appeal a policy action within the prescribed time frames will result in the automatic application of the identified policy action.

**PROCEDURES:**

- ATS and/or DARTS staff will accurately record no shows, late cancellations, and cancellations as defined by the policy.
- In the case of a no show, DARTS staff will inform the passenger of the no show by means of a contact notice ("Sorry! We Were Here For Your Scheduled Pick Up Time ...") left at the pick up point (where such contact notice may be reasonably employed with discretion that respects the dignity of the passenger), or directly where telephone contact with the passenger is subsequently obtained.
- In the case of a late cancellation, ATS and/or DARTS staff will inform the passenger at the time of cancellation, providing such clarification of the policy as may be requested by the passenger.
- ATS Customer Service staff will generate and review no show, late cancellation, and cancellation reports on a monthly basis, once completed DARTS manifests have been input to ensure accuracy.
- Passengers who are identified as falling outside of the acceptable number of incidents will be contacted by letter. The letter will identify the dates of the incidents, the level of action under the policy, and the opportunity for appeal.
- A statement regarding the privacy of passenger information provided under appeals will be included in the letter to passengers.

**DEFINITIONS:**

**Cancellation**

A trip cancellation occurs when a passenger books a trip, and cancels such a request no later than the required time of 4:30 p.m. of the day preceding the trip. Cancellations are recorded on a single one way trip basis. A cancelled round trip is two trip cancellations.

**SUBJECT: Accessible Transportation Services Policy  
Trip No Shows, Late Cancellations and Excessive Cancellations  
(PW05051) - (City Wide) - Page 10 of 10**

**Late Cancellation**

A late cancellation occurs when a passenger books a trip, and fails to cancel this trip request by the required time of 4:30 p.m. of the day preceding the trip.

**No Show**

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 pick up window and/or within thirty minutes after the negotiated pick up time. This includes any occurrence of cancelled at door, where the passenger refuses a trip at the door that is within the pick up window and/or within thirty minutes after the negotiated pick up time.

In all cases, a no show shall be recorded by the driver only after a period of five (5) minutes time has elapsed from arrival within the pick up window and/or within thirty minutes after the negotiated pick up time, and upon approval of the DARTS dispatcher.

No shows are recorded on a single one way trip basis, and a no show will be recorded for the first of the two trips in a round trip if the passenger is not in contact with DARTS; the return trip will be recorded as a cancellation.

**Negotiated Time**

The negotiated time for each trip is that time agreed upon by the passenger and ATS and/or DARTS for pick up, subject to the pick up window.

**Pick Up Window**

The pick up window is that period of time 15 minutes before to 15 minutes after the negotiated time, unless otherwise specifically agreed to by ATS and/or DARTS.

**DARTS**

Disabled and Aged Regional Transit System is the contractor to the City of Hamilton for delivery of specialized transportation services.

**ATS**

Accessible Transportation Services is the operational section of the City of Hamilton responsible for administration of specialized transportation services.  
of specialized transportation services.





<i>Title</i>	<b><i>ATS Late Cancellation and No-Show Policy</i></b>		
<i>Document #</i>	<i>PW-TR-ATS-Y-002-001</i>	<i>Document Level</i>	<i>Level IV</i>
<i>Issue #</i>	<i>1.0</i>	<i>Issue Date</i>	<i>May 2025</i>

## 1 PURPOSE

The purpose of this policy is to remind passengers of their responsibility to cancel unwanted scheduled trips in a timely manner.

The provisions and standards in this policy should be followed to ensure a fair application of policy which considers legitimate reasons for no shows and late cancellations, and to continue to adhere to the 2004 agreement reached between the City of Hamilton, the Ontario Human Rights Commission, and complainants under the code, in consultation with the Advisory Committee for Persons with Disabilities (see also Report PW05051).

## 2 SCOPE

This policy applies to transportation services provided by Accessible Transportation Services (ATS) for trips booked on its shared ride specialized transit service.

It excludes trips taken with taxi contractors under the Taxi Scrip program.

## 3 TERMS AND CONDITIONS

This policy applies to any ATS customer who accumulates one or more “policy violations”. A policy violation occurs when an ATS customer meets or exceeds a combined total of seven (7) points in any given calendar month, according to the criteria below:

1. No Show: two (2) points;
2. Cancellation at Door: two (2) points; and
3. Late Cancellation: one (1) point.

A cancellation is late when it is made later after 4:30 p.m. of the day prior to service. Any no shows and late cancellations due to extraordinary circumstances beyond the reasonable control of the customer may be deemed exempt under the policy by ATS and / or the Appeal Panel (see below). Some examples of extraordinary circumstances beyond the reasonable control of the passenger include but are not limited to unplanned medical emergencies or illness, or incidental breakdown of a personal mobility device.

Other circumstances may be automatically deemed to be beyond the reasonable control of the passenger and will not be counted as part of a policy violation, including but not limited to:

- program closures for specific periods which are made known to ATS and / or the contractor for service in advance;
- arrival by the Operator more than 15 minutes past the negotiated pickup time;
- failure of ATS and/ or the contractor for service to perform a scheduled trip; or

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**Printed copies (unless noted) are uncontrolled. Do Not Photocopy.**

**Note: Text highlighted in turquoise blue indicate changes made since the last released revision.**



<i>Title</i>	<i>ATS Late Cancellation and No-Show Policy</i>		
<i>Document #</i>	<i>PW-TR-ATS-Y-002-001</i>	<i>Document Level</i>	<i>Level IV</i>
<i>Issue #</i>	<i>1.0</i>	<i>Issue Date</i>	<i>May 2025</i>

cancellation of service due to inclement weather or any other emergency.

#### **4 PRINCIPLE**

The following principles apply to this Policy:

1. legitimate reasons for no shows and late cancellations shall be considered as part of any investigation;
2. progressive warnings and / or service suspensions are utilized; and
3. an appeal process is available to passengers whose service has been suspended.

#### **5 POLICY**

ATS endeavours to deliver an efficient and reliable shared ride service that meets customer specialized transit needs in a sustainable manner. Late cancellations and trip no shows limit the general availability of trips and cause unnecessary service delays. The policy for managing no shows and late cancellations is intended to identify discernible patterns of abuse.

ATS shall review all policy violations monthly. Failure of ATS customers to comply with this Policy will result in the actions described below:

1. after the first policy violation in a calendar month, a first advisory letter will be sent, educating the ATS customer regarding the Late Cancellation and Trip No Show Policy;
2. after the second policy violation in a twelve (12) month period from the date of the first advisory letter, a second advisory letter will be sent, warning the ATS customer that they are now in danger of suspension in the event of any further violation(s);
3. after the third policy violation in a twelve (12) month period from the date of the second advisory letter, a third advisory letter will be sent, notifying the ATS customer of a three (3) day suspension of service;
4. after the fourth policy violation in a twelve (12) month period from the date of the third advisory letter, a fourth advisory letter will be sent, notifying the ATS customer of a ten (10) day suspension of service;
5. after the fifth policy violation within a twelve (12) month period from the date of the fourth advisory letter, a fifth advisory letter will be issued, notifying the ATS customer of a minimum thirty (30) day suspension of service, and, where subscription bookings are held, the loss of subscription booking privileges for a period of twelve months; and
6. Further policy violations will result in additional suspensions of thirty (30) days respectively (at a minimum, in the discretion of ATS, acting reasonably), until such time as a clear record is achieved by the ATS customer.

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**Note: Text highlighted in turquoise blue indicate changes made since the last released revision.**



<i>Title</i>	<i>ATS Late Cancellation and No-Show Policy</i>		
<i>Document #</i>	<i>PW-TR-ATS-Y-002-001</i>	<i>Document Level</i>	<i>Level IV</i>
<i>Issue #</i>	<i>1.0</i>	<i>Issue Date</i>	<i>May 2025</i>

As it is not possible to document every unique circumstance which could be counted as an exception to the policy, an appeal process, as described below, shall be available to ATS customers:

1. following the first and second advisory letters, the ATS customer or their designate must telephone an ATS Customer Service Representative during ATS office hours (weekdays from 8:30 AM to 4:30 PM) within 14 (14) days of the date of the advisory letter. The ATS Customer Service Representative shall review and consult with the ATS Supervisor to make a final determination as to whether the violation(s) will be counted;
2. for the third and following advisory letters, the ATS customer or their designate must notify ATS in writing of their intent to appeal any suspension within fourteen (14) days of the date of the advisory letter. If, after review, a resolution cannot be reached, the appeal shall be referred to an Appeal Panel consisting of one representative from each of ATS, the Accessibility Committee for Persons with Disabilities (ACPD), and City of Hamilton Talent and Diversity. The Appeal panel will meet approximately once per month, if needed, to resolve outstanding appeals;
3. ATS customers who receive a service suspension may appeal to have medical trips excluded from the suspension by contacting an ATS Customer Service Representative during ATS office hours (weekdays from 8:30 AM to 4:30 PM). The ATS Customer Service Representative shall review and consult with the ATS Supervisor to make a final determination.
4. all advisory letters sent to ATS customers under this policy shall contain the following information necessary for an appeal to be filed:
  - mailing address, fax number and email address of Accessible Transportation Services;
  - a statement regarding the privacy of customer information; and
  - the information that must be provided by the customer in their appeal letter:
    - ATS customer identification number, mailing address, and daytime telephone number;
    - reason for the appeal;
    - supporting documentation;
    - signature of the ATS customer or their substitute decision maker; and
    - date of letter.
5. failure to appeal any action taken under this policy within the above deadlines shall result in the automatic application of the policy in each circumstance;
6. when ATS receives an appeal, ATS will contact the customer with a phone call that is followed by a letter to confirm the appeal has been received and to inform the customer when they can expect a response. Once an appeal has been requested,

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the ATS customer shall continue to have access to service until the appeal outcome is decided; and

7. ATS shall assist any customer who is unable to submit a written appeal due to their disability, including by providing all letters in alternative formats.

## 6 ASSOCIATED DOCUMENTS

- Late Cancellation and Trip No Show Procedure (**under development**)
- Report PW05051 Accessible Transportation Services Policy Trip No Shows, Late Cancellations and Excessive Cancellations (**link to report archive forthcoming**)

## 7 REVISION HISTORY

Rev. No	Rev. Date	Description of Change(s)	Process Owner/ Revision Created By	Reviewer(s)
1.0	05 / 2025	Initial Release	Michelle Martin – ATS Manager	<ul style="list-style-type: none"><li>• Accessibility Committee for Persons with Disabilities;</li><li>• City of Hamilton Legal Services;</li><li>• City of Hamilton Talent and Diversity</li></ul>

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City of Hamilton  
City Hall, 71 Main Street West  
Hamilton, Ontario,

July 8, 2025

Hamilton Street Railway  
Attention: Nancy Purser, Acting Director of Transit

**Re: Fare Assist Pilot Project Interim Report PW23024(c)**

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This letter is an official response from the Accessibility Committee for Persons with Disabilities (ACPD) to the Hamilton Street Railway (HSR) regarding Fare Assist Pilot Project Interim Report PW23024(c).

It is the opinion of the ACPD that this report doesn't provide an appropriate overview of the Fare Assist Pilot Project at the one-year mark. The report is missing several key details and makes assumptions based on limited data, which members of ACPD know to be mistaken as we are the ones currently trying to navigate the program.

In reviewing the report in detail, ACPD finds that the only factor used to show the program's efficacy is "do people like to save money?" Low-income individuals not covered under the previous two programs now have access to a small discount and some find that helpful. ACPD does not dispute this fact and supports any effort to improve the quality of life for those struggling under crushing financial burdens. However, cancelling the other two programs and then completely ignoring the effect that action has on the Pilot of the Fare Assist is an oversight that ACPD hopes is rectified in the final review.

One item missing from this report is any discussion of ridership on the two services for persons with disabilities. It ACPD's understanding that the HSR would now be documenting how many people with mobility devices were using the bus in order to support the figures the HSR put forth in its proposal. Why aren't they included in this report so we can accurately gauge any change in ridership due to these changes? ACPD's own members' collective experience can support an assertion of a significant drop in HSR use.

Also missing is how this program is supported among DARTS users. ACPD would expect this to be the most positive aspect of this pilot as DARTS riders had no other discount available to them, yet the HSR makes no mention of their inclusion. Of note is the fact that any DARTS user would need to use the Presto system to access the

program and many of them rely on billing as an accommodation not available through conventional travel.

The HSR is also relying on the fact that no complaints have been made through the HSR complaints system. Many persons with disabilities see no value in complaining to the HSR directly about this program. No complaints mean that people are generally happy with the program, but again, this is an assumption based on incorrect details. There have been many complaints about this program, through articles, editorials, delegations, letters to Council and Committee and through the Transit Coalition formed by many local advocacy groups. Not including these facts with the one-year report is another omission.

The HSR has highlighted the fact that there are over 2000 people registered for Fare Assist, who are not using it. Through a very limited survey of users, the HSR learned that some of the users have a car and use that instead. The HSR extrapolated that information to infer that all registered users not currently using the service must be due to them all having cars. Does it not occur to HSR that many simply cannot afford to use the service at all or are finding the new procedures too cumbersome or confrontational.

The HSR is touting the \$650,000 in revenue brought in by the program and the 30% increase in social assistance program ticket purchases. The HSR points this out specifically as some sort of positive gain, but bus tickets are only given out to get an individual to and from their appointment with their worker which, most likely, comes out of their discretionary benefits. As far as ACPD is aware, people on social assistance are not receiving bus tickets for any other purpose like doctor visits or grocery shopping. Are the negative effects caused by this program justified with the small financial gains to the HSR fare box?

If this program is to be evaluated fully it should reflect the potential harms it is causing as well. Many persons with disabilities are no longer using the bus unless necessary with some of our (anecdotally) reported ridership falling by ninety percent. We have done this by cutting back on what we are able to do and how far we can go. Persons with disabilities can't participate as much as before, whether that is socially or through volunteer work. We don't have access to the same options as far as groceries or recreational opportunities are concerned. Our world becomes smaller.

Another point of concern that persons with disabilities are having with the program is driver confrontation. The additional accommodation requirements are not improving the driver/passenger experience, but worsening them by creating more points of friction. While there are outstanding operators on the road, performing their duties with compassion, understanding and respect, there are other operators that require more accessibility training on all disabilities before they can be held to the same regard.

The changes to our quality of life mentioned above are not as easy to quantify in any numerical value so the ACPD's Transportation Working Group will begin collecting anecdotal experiences from HSR users with disabilities affected negatively by the

changes since the spring of 2023. It will take some time to collate and anonymize the information from ACPD members and others brought to ACPD by the Transit Coalition. ACPD hopes to have the collection of experiences prepared over the summer for presentation to Public Works and the HSR in September for their final analysis, but this is operating on a short timeline with little support and may take a little longer to complete.

ACPD thanks you for the opportunity to respond to the HSR's one-year Fare Assist pilot program review. ACPD members felt it was also important to provide Public Works and the HSR with a detailed report on the Fare Assist Pilot Program's first year from the perspective of persons with disabilities.

ACPD looks forward to providing more information when it is available as well as working with the HSR to improve transit for the City of Hamilton and the complex needs of all its citizens. Nothing about us, without us.

Sincerely,  
James Kemp  
Chair, Accessibility Committee for Persons with Disabilities.





**9.1**

**CITY OF HAMILTON**

**M O T I O N**

**Accessibility Committee for Persons with Disabilities:  
July 8, 2025**

**MOVED BY J. KEMP.....**

**SECONDED BY.....**

**Attendance by the Accessibility Committee for  
Persons with Disabilities to the L'Arche Walk and Roll**

WHEREAS, the Accessibility Committee for Persons with Disabilities' Outreach Working Group is tasked with collaborating and networking with other community agencies and organizations; and

WHEREAS, the L'Arche Walk and Roll is occurring on September 9, 2025, on the Forecourt of City Hall at the cost of \$25 to register a table.

**THEREFORE, BE IT RESOLVED:**

- (a) That the Accessibility Committee for Persons with Disabilities register to attend the L'Arche Walk and Roll on September 9, 2025, on the Forecourt of City Hall; and
- (b) That \$25 from Account #300303 be paid to cover

## **9.1**

the registration fee.

**9.2**

**CITY OF HAMILTON**

**M O T I O N**

**Accessibility Committee for Persons with Disabilities:  
July 8, 2025**

**MOVED BY J. KEMP.....**

**SECONDED BY.....**

**Registration Fees for the “Ability First” Accessibility  
Fair, September 4, 2025**

WHEREAS, the Accessibility Committee for Persons with Disabilities hosts an annual “Ability First” Accessibility Fair on the Forecourt of City Hall to raise awareness and educate people on the need to accommodate people of all abilities;

WHEREAS, it is industry practice to charge a nominal registration fee to help pay for renting equipment and providing food to the exhibitors, but also as a means to ensure attendance, give value to the event and provide an additional incentive for exhibitors to contribute something more to the event by offering to waive the fee; and

WHEREAS, the Accessibility Committee for Persons with Disabilities requires the ability to bring money back into the City’s financial system and direct it for future uses like

**9.2**

improving the Fair by augmenting the Fair budget or enhanced advertising.

THEREFORE, BE IT RESOLVED:

That the Accessibility Committee for Persons with Disabilities respectfully requests permission to accept registration fees for the “Ability First” Accessibility Fair on September 4, 2025, through General Fees Account #45519 and deposit it in ACPD Reserve Account #112212 for future use by the Committee.