



Hamilton

Advisory Committee for Persons with Disabilities

Minutes

4:00 p.m.

Tuesday, September 10, 2013

Room 192/193 City Hall

71 Main Street West

Present: T. Nolan (Vice-Chair)
T. Manzuk, R. Semkow, P. Kilburn,
P. Cameron, B. Lane, M. Smithson, T. Wallis K. Nolan,
R. Thompson, T. Murphy

**Absent with
Regrets:** A. Mallett (Chair)
Councillor B. Morelli

FOR THE INFORMATION OF COMMITTEE:

(a) CHANGES TO THE AGENDA (Item 1)

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

- (i) Added Item 6.2 - Built Environment Sub-Committee Minutes – June 4, 2013

(Cameron/Killburn)

That the agenda be approved as amended.

CARRIED

(b) DECLARATIONS OF INTEREST (Item 2)

None

(c) MINUTES (Item 3)

- (i) **July 9, 2013 (Item 3.1)**

(Thompson/Wallis)

That the Minutes of July 9, 2013 be approved.

CARRIED

(d) PRESENTATIONS (Item 5)

(i) Increased Demand for EMS Services – Doug Waugh, Deputy Chief/Manager, Operations EMS (No Copy) (Item 5.1)

Doug Waugh, Deputy Chief/Manager, Operations EMS, was not in attendance. The Committee indicated that he be requested to attend the next meeting.

(ii) Accessible Taxi Consultations Presentation (No Copy) (Item 5.2)

Ritta Nazi, Project Manager Taxi Study, introduced the Consultants Dr. Dan Hara and Jason Dowlatabadi of Hara Associates and Jim Bruzzese of BMA Management Consulting addressed the Committee respecting Accessible Taxicabs. The consultants presented with the aid of a PowerPoint presentation a copy of which has been included in the official record. The presentation highlighted the following areas:

- Scope of project
- Approach & Timeline
- Identify Key issues for your comment
- Discussion/Round Table on issues, desires, expectations for change.
- Comprehensive – regular service, accessible service, accommodation of disabilities.
- Number of taxis, equipment, type, level of service.
- Meter rates, rate structure, advance payment.
- Performance standards and service quality.
- Monitoring and enforcement (complaints, vehicle inspection, etc.)
- Handling complaints, monitoring service quality.
- Future role of taxis in meeting rising demand. Potential replacement in whole or in part of current specialized shared transportation.
- Fulfilling Accessibility for Ontarians with Disabilities Act, 2004 (AODA)

Approach and Timeline

- September: stakeholder consultation & data collection & on-street observation.
- October: first PIC - define the issues
- November: visions options paper and presentations.
- November: second PIC – options & recommendations.
- January 2014: Draft Report

Key Issues – Overall Experience

- General taxi service – how is now? Can you get a taxi when you want one? How long must you wait? Is the experience satisfactory.
- Accessible taxi service – same questions.
- What needs to be improved?

Accessible vehicles

- What proportion? Toronto, Ottawa moving to 100% accessible taxis over time.
- Related question: Type of vehicle – one or many? What type – choices are widening
- More than one kind of disability.

Passenger Information Monitors

- New standards on the way for PIMS
- Excellent for the Blind and Visually Impaired
- Toronto will likely lead the way
- A requirement for back seat swipe?
- Allows full independence in payment
- Further enables the use of subsidized swipe cards

Hearing Loops

- Direct transmission to hearing aid
- Used in cities with driver partitions
- Not very expensive

Dispatch Standards

- AODA requires equivalent service (to be achieved over time)
- Do we need more?
- Maximum response time?
- Priority dispatch?
- What is good dispatch service? 80% of calls in 15 minutes is a common standard.

Integration & DARTS

- Supplement DARTS with taxis (as is happening) for ambulatory passengers
- Use wheel-chair accessible taxis for low volume runs.
- Full replacement of DARTS with on- demand.
- Trade-offs with full replacement
- Must have sufficient capacity.
- Lower costs per trip – but more trips – or alternative methods of allocating limited number of subsidized trips.

Role of Smartphone Apps

- Revolutionizing industry.

- Allows customized responses, real-time tracking of call responses, pre-tipping, etc.
- Can be privately provided, or public
- Blurring lines between taxis and limousines

How is it financed?

- Basic choices
- The meter rate
- The taxi license holder
- Credit card users.
- General public revenue
- AODA does not permit different fees for accessible users

Committee members discussed the issues with respect to the design of accessible taxicabs. They discussed the progress in attaining accessible taxicabs on the road, which is expected either the end of this year or the start of next year. The Committee members discussed the removal of unlicensed taxicabs and the ongoing training of 14 drivers to serve seven accessible taxicab plates. Committee members discussed concerns around monitoring of complaints and ongoing driver education. Committee members discussed the relationship of accessible taxicabs in comparison to the DARTS service and ways to encourage the accessible taxicab industry in Hamilton.

Committee members discussed having the Accessible taxicab issue come to the Transportation Sub-committee for further deliberations and then come back to the full Committee.

(K. Nolan/T. Wallis)

That the presentation respecting Accessible Taxi Consultations, be received.

CARRIED

(e) DISCUSSION ITEMS (Item 6)

(i) Transportation Sub-Committee Report – August 27, 2013 (Item 6.1)

Tim Nolan provided an overview of the Transportation Sub-committee Report of August 27, 2013.

(Wallis/Semkow)

That the Transportation Sub-Committee Report of August 27, 2013, be received.

CARRIED

(ii) **Built Environment Sub-Committee Minutes – June 4, 2013 (Added Item 6.2)**

(Manzuk/Cameron)

That the Built Environment Sub-Committee Minutes of June 4, 2013, be received.

CARRIED

(f) **OTHER BUSINESS/GENERAL INFORMATION (Item 7)**

(i) **Employment Systems Review Consultant (Added Item 7.1)**

Jane Lee, Director of Customer Service, Access & Equity indicated that they have hired a consultant that is doing an employment systems review of the City and indicated that they would be meeting with Committee in the fall

(ii) **Accessible Pedestrian Traffic Signals Public Information Sessions (Added Item 7.2)**

Maxine Carter, Access and Equity Coordinator provided an update on accessible pedestrian traffic signals and provided details on the ongoing Public Information Sessions.

(iii) **Snow Removal (Added Item 7.3)**

Tim Nolan requested that appropriate staff from Public Works and By-Law be requested to attend a future ACPD meeting respecting the issue of snow clearing.

(g) **ADJOURNMENT (Item 8)**

(Killburn/Wallis)

The Advisory Committee for Persons with Disabilities adjourn at 6:16 p.m.

CARRIED

Respectfully submitted,

Tim Nolan, Vice-Chair
Advisory Committee for Persons with Disabilities