



Hamilton

**ACCESSIBLE TRANSIT SERVICES REVIEW SUB-COMMITTEE  
REPORT 16-001**

**Thursday, March 31, 2016**

**9:30 a.m.**

**Council Chambers  
Hamilton City Hall**

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Present: Councillors J. Farr (Chair), S. Merulla and C. Collins

Absent  
with Regrets: Councillor T. Whitehead (Vice Chair) - Personal

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**THE ACCESSIBLE TRANSIT SERVICES REVIEW SUB-COMMITTEE PRESENTS  
REPORT 16-001 AND RESPECTFULLY RECOMMENDS:**

1. **Representatives of the Accessibility Committee for Persons with Disabilities respecting the Disabled and Regional Transit System (DARTS) Survey (Added Item 6.1)**
  - (a) That staff be directed to report back to the Accessible Transit Services Review Sub-Committee respecting the feasibility of moving from the current “Shared Ride” Accessible Transportation System to a 3-year pilot program for a 100% “On Demand” Accessible Transportation System operated by the Taxi Industry and;
  - (b) That following the receipt of the staff report staff respecting the feasibility of moving to a 100% “On Demand” Accessible Transportation System operated by the Taxi Industry, and should that program be implemented, that staff report back to the Accessible Transit Services Review Sub-Committee with an analysis of any complaints received as well as passenger satisfaction and cost;
  - (c) That the Advisory Committee for Persons with Disabilities (ACPD) be granted more time to review the City of Hamilton Customer Survey for the Disabled and Regional Transit System (DARTS) so that the ACPD can provide additional comments if required.

**2. The City of Hamilton Customer Survey for the Disabled and Regional Transit System (DARTS) (Item 8.1)**

That staff be directed to report to the Accessible Transit Services Review Sub-Committee at a future meeting with a detailed explanation of the methodology used for The City of Hamilton Customer Survey for the Disabled and Regional Transit System (DARTS).

**FOR THE INFORMATION OF COMMITTEE:**

**(a) CHANGES TO THE AGENDA (Item 1)**

The agenda for the March 31<sup>st</sup>, 2016 meeting of the Accessible Transit Services Review Sub-Committee was approved, as presented.

**(b) DECLARATIONS OF INTEREST (Item 2)**

There were no declarations of interest.

**(c) APPROVAL OF MINUTES OF PREVIOUS MEETING (Item 3)**

**(i) March 2, 2015 (Item 3.1)**

The Minutes of the March 2, 2015 Accessible Transit Services Review Committee meeting were approved, as presented.

**(d) DELEGATION REQUESTS (Item 4)**

**(i) Representatives of the Accessibility Committee for Persons with Disabilities respecting the Disabled and Regional Transit System (DARTS) Survey (Item 4.1)**

The delegation request from Representatives of the Accessibility Committee for Persons with Disabilities respecting the Disabled and Regional Transit System (DARTS) Survey, was approved for today's meeting.

**(e) DELEGATIONS (Item 6)**

**(i) Representatives of the Accessibility Committee for Persons with Disabilities respecting the Disabled and Regional Transit System (DARTS) Survey (Added Item 6.1)**

Representatives of the Accessibility Committee for Persons with Disabilities (ACPD) addressed the Committee respecting the DARTS Survey with the aid of speaking notes. A copy of the speaking notes have been retrained for the public record.

The ACPD representatives addressing the Committee were: Mr. Tom Manzuk, Mr. Tim Nolan and Ms. Terri Wallis.

The presentation included, but was not limited to, the following:

- Recommendations
- Background on the “Shared Ride” System
- Policy Analysis
- Complaints
- Analysis of Service
- Costs

The delegation from Representatives of the Accessibility Committee for Persons with Disabilities respecting the Disabled and Regional Transit System (DARTS) Survey, was received.

For disposition on this mater, refer to Item 1.

**(f) DISCUSSION ITEMS (Item 8)**

**(i) Findings Report – The City of Hamilton Customer Survey for the Disabled and Regional Transit System (DARTS) (Added Item 8.1)**

The Findings Report – The City of Hamilton Customer Survey for the Disabled and Regional Transit System, was received.

Councillor Merulla relinquished the Chair to Councillor Collins in order to introduce a motion. For disposition of this matter, refer to Item 2.

Councillor Merulla then reassumed the Chair.

**(g) ADJOURNMENT (Item 12)**

There being no further business, the Accessible Transit Services Review Committee adjourned at 10:43 a.m.

Respectfully submitted,

Councillor S. Merulla, Chair  
Accessible Transit Services  
Review Committee

Lauri Leduc  
Legislative Coordinator  
Office of the City Clerk