

## **Accessible Transit Services Review Sub-Committee**

### **Meeting on Thursday, October 13, 2016**

#### Questions/Suggestions for the Sub-Committee:

1. Can supervisory staff be available on evenings and weekends to the clients, to resolve major issues when they occur? When an issue occurs outside regular business hours, clients must wait until the next business day to discuss the matter with a supervisor. This does not resolve the situation at the time.
2. Can greater effort be made to ensure adherence to the DARTS policy that no one remains on a vehicle for greater than one hour? Extenuating circumstances such as accidents and inclement weather are understandable. Situations where there appears to be no reason other than poor scheduling are uncomfortable, complicated for clients (who may miss a meal at their facility of residence as a result), and frustrating.
3. Can reservation staff give greater consideration to the person to whom they are speaking, when they conduct a booking transaction, or call a client with information? Since clients who utilize DARTS services may have health issues which slow their processing of information, reservation staff should be reminded to speak more slowly, and to also allow time to listen to the client. This will allow the client to absorb the information being given.

Thank you very much for your attention to the above recommendations. These improvements will be greatly appreciated by the many clients relying on DARTS transportation within the City of Hamilton.

Respectfully submitted,

DARTS client, and occasional facilitator for other clients