



**MINUTES: Seniors Advisory Committee**  
**Friday, March 3, 2017 – 10:00 a.m.**  
**Rooms 192/193, Hamilton City Hall**

**Present:** Carolann Fernandes, Paula Kilburn, George Hough, Jeanne Mayo, Bob Thomson, Marjorie Wahlman, Penelope Petrie, John Kennard, Doug Stone, Mary Sinclair, Karen Thomson, John Winslow, Emmy Weisz, Margaret Cheyne

**Regrets:** Lou DeStephanis (On Leave), Dahlia Petgrave, Basharat Tayyab, Kimberly McKibbin, Councillor Brenda Johnson, Liz Conti (PH), Lisa Maychak and Vicki Woodcox (C&ES), Melissa McGinnis (PW)

**Absent:**

**Also**

**Present:** Maxine Carter, Jennifer Mak (Human Resources, Access & Equity)  
Councillor Tom Jackson  
Eleanor Morton (Community & Emergency Services)

**Guests:** Tina Sousa (DARTS), John Hawker, Mark Mindorff (DARTS), Ron Trajano (DARTS)

**1. WELCOME & INTRODUCTIONS**

Chair, Bob Thomson, welcomed everyone.

**2. ACCEPTANCE OF AGENDA**

- The addition of Item 6.2 (j) Social Isolation Network Working Group

**(M. Wahlman/P. Petrie)**

That the March 3, 2017 Agenda, of the Seniors Advisory Committee meeting be accepted, as amended.

**CARRIED.**

**3. DECLARATION OF INTEREST**

None declared.

**4. APPROVAL OF MINUTES**

**4.1 Meeting of February 3, 2017**

**(G. Hough/M. Wahlman)**

That the February 3, 2017 Minutes of the Seniors Advisory Committee be approved, as presented.

All in favour.

**CARRIED.**

**5. PRESENTATIONS**

**5.1 DARTS Service Update by Mark Mindorff & Ron Trajano**

- Ron Trajano provided an overview of DARTS' 2016 statistics which included the budget, demographics of passengers, issues that affect service, peak travel times, and the composition of DARTS fleet

**Some questions for DARTS presenters:**

Q. What is the number/percentage of passengers who go to work?

A. There is not a significant number of passengers who use DARTS to go to work and therefore it was not captured.

Q. Will DARTS have a newsletter to communicate updates, changes, etc. in service?

A. Accessible Transportation Services (ATS) communicates with the passengers, via newsletters and communiques.

Q. Do service demands fluctuate according to seasons?

A. January to June and September to November are busy months whereas service demands decrease in the summer because of a decrease in programming.

Q. What kind of training do drivers undergo?

A. There is a two-week training program in which newly hired drivers are trained by existing drivers and supervisors. Some of

the requirements for drivers are that they are empathetic and have knowledge of the city.

Q. Is there a restriction on DARTS drivers to communicate with passengers?

A. All complaints go to the City of Hamilton, ATS handles customer service inquiries, and DARTS handles reservations/scheduling.

Q. According to the ATS Performance Report, there were over 15,000 trips denied in 2016. How was this number calculated and does this include subscription trips?

A. This number is based on waitlisted trips that were not fulfilled and does not include subscription trips. The number of trip denials plus the estimated growth for the following year determine the growth rate in service demands. Mark Mindorff will find out how the number of trip denials is calculated by the ATS.

Q. Why were call return services cancelled?

A. We need to serve as many passengers as possible, need to ensure shortest travel routes/times, and maintain shorter waitlists.

Q. Did DARTS receive any assistance to offset the decrease in ridership due to lower/no HSR fares for persons 55 and over?

A. No we did not.

Q. The SAC Getting Around Hamilton Working Group and the ACPD Transportation Working Group are planning to amalgamate (if approved by both committees). Are there any issues that this working group should focus on?

A. The Working Group should provide input and ideas on what DARTS can do differently to provide the best service possible.

Q. How does DARTS handle emergencies, for example inclement weather?

A. Depending on the location and if a driver can make it there in time, drivers may swap rides if one is running late. In the case that poor weather conditions are predicted, such as a snow storm, a snow day will be implemented in which all rides will be cancelled; announcements will be posted on the DARTS website and on radio stations.

Comment: The increase of HSR and DARTS fares for seniors may further isolate seniors if they cannot afford to pay for these increases.

Q. How many Pro-Master vans does DARTS have?

A. DARTS currently has seven Pro-Master vans, which are being enhanced. If Council approves the remaining 14 Pro-Master vans, DARTS will have 21 in total.

Q. What impacts service the most, refusals or cancellations?

A. No shows impact service the most. Advanced cancellations impact service the least because they are the most cost efficient.

Q. Is there any way someone can apply for DARTS in advance, for example someone with deteriorating eye sight?

A. Unsure about how to establish eligibility for DARTS in advance; inquiries should be made to the City of Hamilton.

Q. Is there a way to cancel subscription rides more than two weeks in advance?

A. Individuals wanting to cancel subscription rides more than two weeks in advance must contact ATS and make the request.

**G. Hough/M. Wahlman**

That the Seniors Advisory Committee receive the DARTS Service Update presentation.

All in favour.

**CARRIED**

## **6. BUSINESS/DISCUSSION**

### **6.1 Business Arising From Previous Minutes (Action Items)**

- (a)** The generator issue has been referred to the Fire Chief and the Paramedics Chief to report back to the Emergency & Community Services Committee
  - Deferred to the next meeting
- (b)** Assisting persons who are visually impaired- Paula Kilburn expressed her experience and Eleanor Morton will follow up.
  - Deferred to the next meeting
- (c)** Safety at Bus Shelter (King & Emerald Streets) – Councillor Jackson is waiting to hear back from request to HSR
  - No update at this time
- (d)** Pro-Master Vans – Councillor T. Jackson to report back to SAC
  - No update at this time
- (e)** Request from Wentworth Lodge Heritage Trust Fund Committee for a SAC member to participate on the committee. Update. M. Carter
  - M. Carter reported that the Clerk supporting the Heritage Trust Fund Committee was advised by the committee to remove the Seniors Advisory Committee from its membership due to a lack of interest

#### **6.1.1 Tabled Items**

- a)** Deferred property taxes will be discussed further at a future meeting

### **6.2 Working Groups Updates**

- a) SAC-Housing Working Group (C. Fernandes, J. Winslow, M. Sinclair, D. Stone, P. Kilburn, J. Kennard, J. Hawker)**

- The SAC Housing Working Group is going to put forward a recommendation to merge with the ACPD Housing Working Group
- C. Fernandes has resigned as Chair of the Housing Working Group; a new Chair is required
- The next Housing Working Group meeting is on March 23 at 12:30 p.m.- 2:30 p.m. in Room 222, City Hall; all SAC members are invited to attend

**b) SAC-Getting Around Hamilton Working Group (GAHWG) (J. Mayo)**

- The Let's get Moving and Pedestrian Safety project is currently waiting for a response to 2 funding proposals
- The next GAHWG meeting will be on March 28 (fourth Tuesday of each month) from 3:00 to 4:00 p.m. in Room 222, City Hall
- J. Mayo presented a report from the Getting Around Hamilton Working Group regarding HSR seniors fares and made the following recommendations:

**J. Mayo/M. Wahlman**

**Part A:** The Seniors Advisory Committee's Getting Around Hamilton Working Group recommends that the Seniors Advisory Committee not endorse Councillor Tom Jackson's request to ask Council to not increase the Hamilton Street Railway's (HSR) senior fares for 2017 and recommends that the HSR continue to increase senior fares as already established.

8 members voted in favour and 5 members opposed.

**CARRIED**

**J. Mayo/M. Wahlman**

**Part B:** If Council decides to implement a general freeze on all HSR increases including seniors' fares, then the Seniors Advisory Committee endorses this decision.  
All in favour.

**CARRIED**

**c) SAC-Communications Working Group  
(B. Thomson)**

- Information Hamilton is currently working on this area of communications
- Once complete, the Seniors Advisory Committee will be engaged

**d) Age Friendly Plan- Governance Committee  
(J. Mayo/ B. Thomson)**

- The Committee is working on its pamphlet for the public and developing their Terms of Reference

**e) Age Friendly Plan - Community Engagement  
Advisory Committee (CEAC) (E. Weisz)**

- P. Kilburn has resigned as a member of the Age Friendly Plan – Community Engagement Advisory Committee; a new member is required
- There will be an update at the Age Friendly Hamilton Symposium on March 22 from 9:30 a.m. to 1:30 p.m. at the Sheraton Hotel at 116 King Street West; this is a free event for seniors
- Penelope Petrie will send an information flyer

**f) Older Adult Network- (D. Stone)**

- The Older Adult Network Working Group is planning the Seniors Kick-Off Event at the waterfront
- The next planning meeting is on March 23, 2017

**g) AODA - Hamilton Health Sciences (M. Sinclair)**

- No update

**h) ACPD - Transportation Working Group**

- G. Hough will represent SAC and sit on the ACPD Transportation Working Group going forward

**i) International Day of Older Persons Committee (D. Stone)**

- No update

**j) Social Isolation Network**

- K. Thomson will be the SAC representative

**7. NEW BUSINESS**

- There was no new business

**8. ANNOUNCEMENTS/INFORMATION SHARING**

**8.1 Update from Councillor Brenda Johnson**

- No update

**8.2 Update from Councillor Tom Jackson**

- Councillor Jackson reported that there is a petition signed by tenants who would like to keep DARTS in place. The petition was submitted by the tenants residing at the apartment building located at 801 Upper Gage in Ward 6
- On March 23, Council will vote on the future of DARTS with the following three options: 1) To keep DARTS as is with some improvements, 2) Move DARTS under HSR, or 3) Put services out to tender and issue a request for proposals
- The Age Friendly City Initiative has been approved for \$30,000 as an enhancement to offset costs and will be part of the Community Services budget going forward.
- Councillor Jackson also shared information regarding the huge budget shortfall that the city is experiencing this year,
- Council is faced with a 4.4% tax increase however City Council is trying to reduce this to 2.8%
- there has been some staff layoffs so far



**8.3 Seniors Award Event – P. Petrie**

- The Senior of the Year Awards event will take place on June 13, 2017 and the planning committee is looking for more sponsorships
- Nomination packages are available and the deadline to submit nomination forms is March 31, 2017
- The next planning meeting is on April 4 at 3:00 p.m. at Sackville

**9. ADJOURNMENT**

The meeting was adjourned at 11:59 p.m.

**C. Fernandes/P. Petrie**

That the Seniors Advisory Committee meeting of March 3, 2017 be adjourned.

All in Favour.

**CARRIED.**

**10. NEXT MEETING**

Friday, April 7, 2017 at 10:00 a.m., Rooms 192/193, City Hall.