

**Transportation Working Group**  
Advisory Committee for Persons with Disabilities  
Tuesday, January 23, 2018  
Room 193, City Hall

**Members in Attendance:**

Paula Kilburn (Chair), Terri Wallis (Vice-Chair), Elizabeth (Jane) Cardno, George Hough, Aznive Mallett, Tom Manzuk, Tim Murphy, Alan Nicolls, Kim Nolan, Tim Nolan, Robert Semkow

**Also Present:**

Dennis Guy, Laura Howard, Mark Mindorff, Liz Spolador, Jessica Bowen

**Regrets/Absent:**

Owen Quinn

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**MEETING NOTES:**

1. **Welcome & Introduction / Approval of Agenda** - approved with additional items:
  - Wheelchair breakdown – update
  - Seatbelts on HSR buses
2. **Review of Meeting Notes – November 28<sup>th</sup>** – approved
  - a) Taxi Scrip Coupons
    - Paula noted Braille print on Taxi Scrip coupons is not good as it can get flattened so preference that \$5 coupon have 3 holes punched; Dennis noted there will be samples of coupons for next meeting
    - Perhaps order sheet could have different paper weight / sized paper
3. **HSR Service**
  - a) HSR Customer Contacts Process
    - Customers can call 905-527-4441 to register an HSR complaint
    - Members noted that stop numbers at bus stops are too high to read; Dennis asked if stop markers or codes would be helpful
    - HSR will release smart phone app in mid-May for information alerts

- Members asked if GPS can be used to recognise bus stops and any apps or maps should have text to speech technology
- Does HSR management review complaints to find solutions? HSR supervisors do speak to drivers regarding complaints; passengers do get a call back with results of investigation if they requested this
- Members concerned that problems with HSR are more numerous (i.e. walkers not being folded-up, baby buggies blocking aisles, etc.); HSR plans to advertise pro-active messages regarding service
- Members noted concerns with recent cancellation of HSR service, especially during morning; Dennis explained increase in cancelled service due to shortage of bus operators; however, more operators have been hired to resolve this issue

#### b) Seatbelts

- Terri noted that some HSR buses have clips to secure wheelchair while other buses have seatbelt that goes around passenger
- Terri advised some drivers are not following policy and argue with passengers; she has contacted Debbie and is waiting for response
- Members agreed there is inconsistency from drivers on seatbelt policies and in some cases, it causes a delay in service which creates resentment from other passengers
- This issue should be discussed further at next meeting as Mark Williams, HSR Operations Manager, will be in attendance

#### 4. **DARTS Service**

a) DARTS Trip Booking window - goal to achieve zero trip denials

b) DARTS Negotiations - ongoing

c) Budget - presentation on Friday (Jan. 26<sup>th</sup>) at City Hall (Transit Day)

d) Vehicle Types - Promaster can accommodate more than one wheelchair; Mark can share list of other available vehicles

e) No Shows and Cancellations

- Aznive requested information on number of cancellations and same day trips; Mark noted that late cancellations and cancels at door make it difficult for DARTS to accommodate same day requests
- Need to inform passengers of the importance of cancelling trips
- Service Infractions software will be implemented in 2018 which will assist in monitoring no shows and cancellations

- Members suggested incentives for passengers (i.e. rewards) for cancelling trips (in advance)
5. **Accessible Transit Services Review**
    - a) Meeting – January 18, 2018
      - Paula gave an overview of meeting which included concerns from a caregiver/passenger on the challenges they have experienced with DARTS vehicles having to deploy ramps over snow banks
      - It was noted that there should not be a decrease to DARTS budget if it is going to reduce passengers' independence
  6. **AODA Integrated Accessibility Standards** – no discussion
  7. **ATS-DARTS Policy Review**
    - a) ATS Policies – no discussion
    - b) DARTS Policies
      - i. Seatbelts and Footrests
        - Liz Spolador, DARTS Supervisor, explained footrests are mandatory for safety reasons (to prevent passengers breaking ankles); exemptions are available (i.e. medical reasons)
        - Liz noted that seatbelts are mandatory and passengers are required to use Q-strait system on board vehicles
        - Aznive disagreed with DARTS footrest policy, she is of the opinion that it is discriminatory (footrests can get in the way of passenger)
  8. **Other Business**
    - a) Wheelchair Breakdown
      - A handout was distributed highlighting results of the Stranded Wheelchair 911 Survey; DARTS will assist existing passengers in transporting them and their mobility device
      - Motion Specialties provide assistance for stranded passengers with wheelchairs; however, is service provided if person did not buy mobility device from them? Are they available 24 hours per day?
  9. **Discussion of Agenda Items for next meeting**
    - a) Accessible Taxis - Update on 18 new accessible taxi licenses; report going to City's Planning Committee on February 20<sup>th</sup>

10. **Next Meeting** – February 27, 2018

**Adjournment**