

Transportation Working Group
Advisory Committee for Persons with Disabilities
Tuesday, March 27, 2018
Room 193, City Hall

Members in Attendance:

Paula Kilburn (Chair), George Hough, Tom Manzuk, Kim Nolan, Tim Nolan, Robert Semkow

Also Present:

Mary Sinclair, Mark Williams, Owen Quinn, Mark Mindorff

Regrets/Absent:

Terri Wallis (Vice-Chair), Elizabeth (Jane) Cardno, Aznive Mallett, Tim Murphy, Alan Nicolls, Dennis Guy

MEETING NOTES:

1. **Welcome & Introduction / Approval of Agenda** - approved with additional items:
 - Call Return Policy
 - Accessibility Advisory Committee from other GTHA Municipalities
2. **Review of Meeting Notes – February 27th** – approved
3. **HSR Service**
 - a) Manager of HSR Operations (Mark Williams)
 - Members had concerns with HSR issues and staff responded:

Seatbelts

- Mary noted sometimes HSR drivers put seatbelt behind her so she is not secured properly – this depends on bus model as there are different securement systems (i.e. anti-tip bar, Q-Straints)
- Mobility device is secured by drivers to vehicle; passengers should have own seatbelt on device for securement
- AODA requirement (Sec. 55) is vague regarding securement systems
- HSR drivers will secure passenger and device upon request

Bus Stop Annunciation System

- Members noted stop annunciation system does not always work; HSR will “change-off” (replace) bus as soon as possible to fix issue
- Drivers cannot adjust volume (automatic based on background noise)
- George asked if a model stop could be setup on HSR property to test system; Mark will consult with Transit IT
- Tim noted annunciators must work to comply with AODA and OHRC
- On-board visual display for stops is available at front and rear of buses

External Stop Announcements

- Sometimes works after bus door closes so too late for passenger
- In past, bus hailing kits were used by passengers with disabilities to notify driver of which route wanted; Mary showed example of hailing kit
- Tom noted stop numbers on poles are too high up so hard to read; can these be placed on bus stop shelters?

Bus Design

- Hard to find stop request button in wheelchair area on new buses
- Passengers with mobility devices can board front door of new buses
- In future, HSR should consult persons with disabilities prior to ordering new buses; perhaps have person(s) on retainer for testing/feedback

Driver Pass-By's

- Drivers should stop and acknowledge passengers waiting at bus stop if bus is full (needs to be communication with passenger)
- HSR management recently posted operator notices on this issue

Walkers

- At times, there are many walkers on buses so it becomes overcrowded
- Some persons illegitimately use walkers so don't have to pay fare based on current voluntary fare payment program (this is a policy decision of Hamilton City Council)

Service to Locations

- HSR does provide service to locations onto private property such as McMaster University, Mohawk College and some hospital facilities; such requests would be handled through HSR Planning

HSR Support Person ID Card

- Members requested information on HSR Support Person ID Card application process; this will be discussed at next meeting

HSR & McMaster University Survey

- HSR working with McMaster on survey regarding HSR service

4. **DARTS Service**

a) DARTS Negotiations

- Mark noted not much has happened with negotiations

b) Survey

- No progress to date

5. **Accessible Transit Services Review** - next meeting (late April)

6. **ATS-DARTS Policy Review**

- Mark Mindorff distributed a copy of all DARTS policies

a) ATS Policies

- Support Persons

- Owen explained support person requirements as per AODA and confirmed ATS-DARTS are in compliance (i.e. no fare charged for support person when accompanying person with disability)

b) DARTS Policies

- Call Returns

- Paula asked if call returns could be expanded to include other trips (not just medical), i.e. trips to City of Hamilton meetings
- DARTS accommodate call returns 90% of time within 45 min.
- Call return policy was reviewed a few years ago but focused on time for DARTS to respond – HSR staff to confirm

- Members agreed list of all ATS-DARTS policies previously reviewed be distributed and discussed at next meeting

7. **Other Business**

a) Accessibility Advisory Committee from other GTHA Municipalities

- Mark Mindorff noted he is member of specialized transit committee for Greater Toronto and Hamilton Area (GTHA), and these municipalities have their own Accessibility Advisory Committee – Mark can forward names of Committee members to ACPD

b) On-Demand Taxi Service

- Tim noted for his last three trips on taxis, an accessible vehicle was sent; he added that in conversations with taxi drivers there were numerous concerns from passengers regarding DARTS:
 - 1) Service issues (i.e. unable to get ride, long wait for call return, long time on board vehicle)
 - 2) Cost – passengers will pay more to travel by taxi for better service (i.e. direct ride)
 - 3) Inconsistency of DARTS (i.e. late pick-up)
- Members suggested CityLab (collaboration of McMaster University, Mohawk and Reedemer Colleges and City of Hamilton) be assigned project to review on-demand taxi service with draft motion for ACPD:

“That the Transportation Working Group (TWG) propose to ACPD that CityLab be requested to take on a project to fully investigate the positives and negatives of converting accessible transportation services (DARTS) to on-demand taxi.”

8. Discussion of Agenda Items for next meeting

a) Taxi Scrip

- Members requested update on previous concerns (i.e. darker blue colour for \$5 coupon with corner clipped off)
- Drivers are requesting passengers to add personal information on back of coupons

9. Next Meeting – April 24, 2018

Adjournment