

Transportation Working Group
Advisory Committee for Persons with Disabilities
Tuesday, April 24, 2018
Room 193, City Hall

Members in Attendance:

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

Also Present:

Mary Sinclair, Dennis Guy, Owen Quinn, Mark Mindorff

Regrets/Absent:

Terri Wallis (Vice-Chair), Elizabeth (Jane) Cardno, Aznive Mallett

MEETING NOTES:

1. **Welcome & Introduction / Approval of Agenda** - approved with additional item:
 - Hospital Accessibility for Transit Vehicles (HSR & DARTS)
2. **Review of Meeting Notes – March 27th** – approved
3. **HSR Service**
 - a) On-board Annunciator Messages
 - Dennis noted that HSR are looking to deliver messages through the on-board annunciation system between bus stop announcements for HSR information only (i.e. move to back of bus) not for advertising
 - It was noted that there would not be enough time for messages where there are short distances between bus stops
 - Most members were in favour for audio/visual messaging on buses
 - Dennis noted that McMaster University study starting in 2018 will review methods to improve HSR service (i.e. communication)
 - b) HSR Support Person ID Card
 - Owen gave overview of HSR Support Person ID Card application form
 - Members asked if ID Cards can be issued by HSR staff at GO Station (36 Hunter St. E.) since application forms are submitted to ATS Office
 - DARTS passengers do not require ID card since registered for service in advance so would have notation on file if need support person

- Members noted that Metrolinx use a sticker on PRESTO Card to identify if passenger requires support person

4. **DARTS Service**

a) DARTS Negotiations

- Mark advised negotiations still ongoing and next meeting is in mid-May
- Issues: use of subcontractors; wage rates based on vehicle types

b) Survey - No progress to date

c) Other

Fleet & Service Delivery

- About 6 or 7 buses (ARBOC) remain in fleet; DARTS will unload these once repairs exceed \$2500
- MV-1's will be replaced by Toyota Sienna vans (rear-entry)
- Approximately 45% of service being delivered by subcontractors
- Mark confirmed pay rates for drivers: VETS and HTOWN are fixed rate for trip, MV-1 is hourly rate and HCAB is meter rate (\$20 on average)
- Trips are sent to lowest cost provider as per direction from Council

Complaints

- Complaints at 2 per 1,000 trips; complaints for subcontractors involve issues such as no "door-to-door" service and poor driving habits
- Drivers are two separate groups: 1) DARTS paid hourly; and, 2) Subcontractors paid by trip – this could result in more complaints (i.e. no "door-to-door" service) as driver is focused on getting more trips
- Tim N. asked if complaints could be provided by service provider: Mark noted that he could provide this information at next meeting
- Mark could provide members with overview of DARTS driver training

Driver Training

- Members inquired if drivers for subcontractor receive same training as DARTS drivers; Mark confirmed it is not same level of training

Parking at General Hospital

- DARTS noted that drivers are no longer being ticketed by By-law staff when stopping near front doors of General Hospital

Wheelchair/Scooter Breakdown

- DARTS is working with HSR on process for Wheelchair/Scooter Breakdown as per direction from ACPD and Councillor Merulla

5. **Accessible Transit Services Review**

a) Next meeting – April 27, 2018

- Mark will provide DARTS Quarterly Update Report at this meeting; and will provide an update on DARTS Collective Agreement (in camera)
- Tim N. inquired about ATS Performance Report; HSR will finalize soon

6. **ATS-DARTS Policy Review**

- List of ATS-DARTS policies previously reviewed was distributed
- Members suggested that HSR contact McMaster University or CityLab to request a project that would review ATS-DARTS policies; Dennis will follow up with CityLab as he has contact with this agency

a) ATS Policies

- Passenger Suspensions
 - Owen noted suspensions can be used for many reasons (i.e. behavioural incidents, non-payment of fares, no show & cancels)

b) DARTS Policies

- Seatbelts & Footrests
 - Seatbelts required on all wheelchairs (unless medical exemption)
 - Footrests are required to prevent injuries to passengers

7. **Other Business**

a) Hospital Accessibility for Transit Vehicles (HSR & DARTS)

- George advised ACPD and Seniors Advisory Committee (SAC) have proposed study for Fall, 2018 to review hospital accessibility for transit

8. **Discussion of Agenda Items for next meeting**

a) Taxi Scrip

- Waiting for update from HSR Fare & Revenue staff on previous concerns (i.e. darker blue colour for \$5 coupon with corner clipped off)

9. **Next Meeting** – May 22, 2018

Adjournment