

Transportation Working Group
Advisory Committee for Persons with Disabilities
Tuesday, May 22, 2018
Room 193, City Hall

Members in Attendance:

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

Also Present:

Owen Quinn, Mark Mindorff

Regrets/Absent:

Terri Wallis (Vice-Chair), Elizabeth (Jane) Cardno, George Hough, Dennis Guy

MEETING NOTES:

1. **Welcome & Introduction / Approval of Agenda** - approved with additional items:
 - HSR Bus Route External Announcements; and Bus Shelters
2. **Review of Meeting Notes – April 24th** – approved
3. **HSR Service**
 - a) Bus Route External Announcements (Pre-boarding)
 - Tim N. noted external announcements on HSR buses are not working (systemic problem) and he has e-mailed these concerns to Debbie Dalle Vedove, Director of Transit, who has not responded to date
 - Members drafted motion for ACPD as follows:

“The Transportation Working Group requests that ACPD advises City Council that Section 51 of the AODA Integrated Standards requiring automated pre-boarding announcements on all HSR vehicles are either not operational or intermittent. The HSR obligation was to be fully operational by January 1, 2017. ACPD respectfully request Council to take steps necessary to ensure that system is fully operational on all HSR vehicles as is required by AODA regulations.”
 - Owen suggested that he follow-up with Debbie on this matter prior to motion being sent to ACPD
 - HSR IT staff are planning to attend next meeting to discuss HSR bus stop annunciation system

b) Bus Shelters

- Built Environment Working Group previously reviewed various designs for accessible bus shelters so City/HSR should comply with these designs for any newly construction shelters
- Members noted that Terri should give an update at next meeting

c) Communication

- Members noted that HSR should use various communication methods to advise of service disruptions – not just Twitter (i.e. phone messages, “face-to-face” interaction with driver)

ACTION: Members suggested Debbie Dalle Vedove attend next meeting

4. **DARTS Service**

a) DARTS Negotiations

- Next meeting with Union is on June 19th

b) VETS & Subcontractor Manuals

- Members to review manuals and provide comments at next meeting

c) Wheelchair and Scooter Breakdown

- DARTS have draft proposal for mobility device breakdowns; members asked if this information could be shared with ACPD

d) Other

Complaints by Provider

- Mark provided information showing number of driver complaints by service provider (i.e. DARTS, VETS, HCAB, HTOWN)
- DARTS drivers had less complaints than other providers as follows:
 - DARTS = 0.33 complaints per 1,000 trips
 - VETS = 0.68 complaints per 1,000 trips
 - HCAB = 1.54 complaints per 1,000 trips
 - HTOWN = 1.69 complaints per 1,000 trips
- Mark noted that all drivers receive the appropriate training
- DARTS, VETS and HTOWN are dedicated drivers driving vehicles with DARTS logo while HCAB vehicles do not have DARTS logo
- DARTS drivers are paid hourly and subcontracted drivers paid by trip
- Direction from City Council was to shift trips to lowest cost provider; Mark noted that VETS do not have sufficient drivers available so more trips are being sent to other subcontractors

5. **Accessible Transit Services Review**

a) Update - Meeting of April 27, 2018

- Mark presented DARTS Quarterly Update Report at meeting
- ATS Subcommittee members met in camera to discuss DARTS Collective Agreement

6. **ATS-DARTS Policy Review**

- It was noted that Dennis has contacted CityLab to request a project to review ATS-DARTS policies

7. **Other Business**

a) On-Demand Taxi Service

- Members noted that accessible taxis should be available 24 hours/day, 7 days/week
- Licensing (By-law) staff should be invited to future meeting for update

b) Taxi Scrip Program

- HSR will follow up with Fare & Revenue staff for update on Taxi Scrip (i.e. darker blue colour for \$5 coupon with corner clipped off)
- Members noted privacy concerns with Taxi Scrip coupons as passengers need to provide information on back (Client ID #, name)

8. **Next Meeting** – June 26, 2018

Adjournment