

**Transportation Working Group**  
Advisory Committee for Persons with Disabilities  
Tuesday, August 28, 2018  
Room 193, City Hall

**Members in Attendance:**

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

**Also Present:**

Luis Ferreira, Tiffany Gardiner, Dennis Guy, Owen Quinn, Jay Adams, Mark Mindorff, Kathy McVicars, Gisella Oliveira & McMaster University students, Mark McNeil (DARTS Passenger)

**Regrets/Absent:**

Elizabeth (Jane) Cardno, George Hough, Dawn Johnson

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**MEETING NOTES:**

1. **Welcome & Introduction / Approval of Agenda** - approved
2. **Accessible Taxis**
  - Luis Ferreira, Project Manager with Licensing & By-law Services, gave an update on accessible taxis and noted following:
    - Report recently went to Council for approval of 18 additional accessible taxi plates (40 accessible plates in total)
    - Licensing issuing \$5.00 incentive program for drivers who transport passengers with wheelchairs; should improve service
    - Taxi drivers are trained on proper securement for wheelchairs
    - Licensing staff conduct annual vehicle inspections and charges/fines are applicable if drivers not in compliance
    - Existing complaint process in place for accessible taxi service
3. **Review of Meeting Notes – July 24<sup>th</sup>** – distributed for members review
4. **HSR Service**
  - Terri and Aznive noted recent incident wherein ramp on HSR bus was not operating so another bus was sent to replace it; Dennis confirmed if bus has equipment failure then HSR will replace as soon as possible

- Terri noted an ongoing issue with HSR drivers as they only secure her wheelchair (they are not placing the seatbelt around her); she suggested that Dennis take a test trip using wheelchair on HSR
- Members inquired if MTO is responsible for seatbelt securement on buses; HSR will review and respond

5. **DARTS Service**

a) Contract Negotiations - next meeting with Union is on August 31<sup>st</sup>

b) Cancellations

- DARTS to mail warning letters to passengers with excessive cancellations as per No Show & Cancellation Policy
- DARTS to provide members with cancellation data (aggregate format)

c) Other

- DARTS will be acquiring rear-entry Toyota Sienna minivans in 2018 (these vehicles have wide ramp); DARTS can bring a Sienna to City Hall before next meeting for members to view and provide input
- DARTS will offer service during entire duration of upcoming municipal election (drivers will wait at polling station for passengers to vote)

6. **Accessible Transit Services Review - Next Meeting - September 27<sup>th</sup>**

7. **AODA Integrated Accessibility Standards – no discussion**

8. **ATS-DARTS Policy Review**

a) Guide Dogs and Service Animals

- DARTS management will ensure there are enough vehicles in fleet to accommodate passengers traveling with guide dogs/service animals
- Draft policy deferred until next meeting

9. **Other Business**

a) McMaster University “Please Offer Me A Seat” Initiative

- Career Access Program for Students (CAPS) at McMaster University has developed an initiative to improve accessibility for transit users who need a seat while traveling on board HSR buses
- TTC has implemented a similar initiative in the past
- Badge be worn by passenger (students with disabilities) who need seat
- An educational video will be produced during Fall of 2018

- Members noted this initiative may be an issue on crowded buses so perhaps HSR operators could assist
- Members agreed that this initiative go to ACPD for discussion

10. **Next Meeting** – September 25, 2018